

Home Entertainment Issue

# GW2k Gateway Magazine

Spring 1996

• "Getting the most out of your Gateway 2000 connection"

• Volume Number Five



## Introducing Gateway's Destination™ System

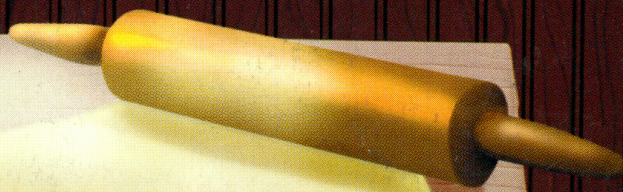


The PC Is  
The Place  
To Play  
In '96



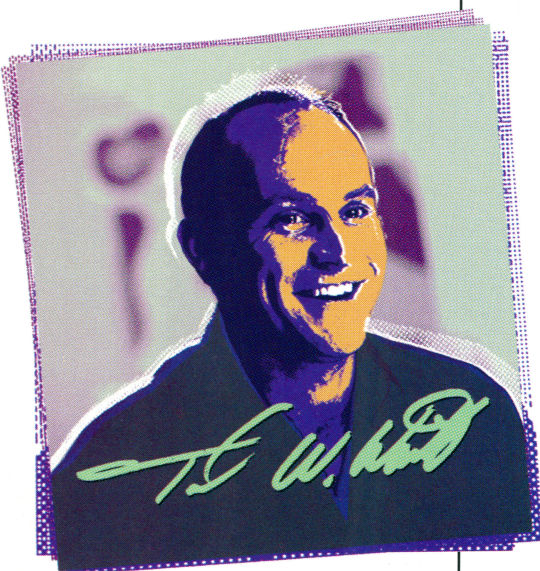
Ins And Outs  
Of The Internet

PC Moos For Kids  
Holiday Art Gallery





# A Letter From Ted



**G** Gateway gets thousands of calls for service every day, and it's

important to remember that the huge majority of the callers hang up satisfied with our service. With that in mind, we're aggressively working on the instances when customers are not satisfied. No excuses allowed.

Dear Friends,

**If anyone ever tells you Gateway 2000 is a perfect company,** you have my permission to politely disagree. We're not perfect. No company is perfect. And any company that claims to be perfect is misleading its customers. Around here we try to think of customers as friends, and we don't treat friends like that.

Customers expect service and value, but they also expect honesty. Dishonesty is bad for business and bad for your reputation — it's just plain bad. On page 23 we talk candidly about how we mishandled some service questions created by Windows 95. I offer my personal apology. When a mistake is made, there are three things that must be done, in this order: admit the mistake, apologize, and take steps to prevent the mistake from happening again. Frankly, including this article in our customer mag was a big decision for us. Human nature seems to want to hide mistakes and problems, and we are all very human at Gateway. Even though our competitors may dance around at the prospect of us admitting some of our problems, we are doing it anyway because it's the right thing to do, and we owe it to our customers. We know our customers are smart enough to see through competitors who emphasize our mistakes, while claiming they don't make plenty of their own.

While we're baring our soul here, let's keep some perspective. Gateway gets thousands of calls for service every day, and it's important to remember that the huge majority of the callers hang up satisfied. With that in mind, we're aggressively working on the instances when customers aren't satisfied. No excuses allowed.

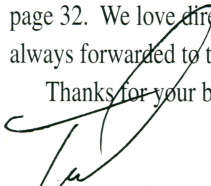
Just like when you have a problem with your computer you want it fixed NOW, when we have a problem in our company we want it fixed NOW. We've got some great people on the phones here, and I know they are as committed to customer service as I am. At every staff meeting I have, we talk about ways to improve all areas of customer service and ways to eliminate customer issues in the first place. That's never going to change. There is always room for improvement.

Besides improving service, Gateway employees are busy improving our products. Just take a look at the Gateway Destination™ system on page 16. You're the first to know that we're coming out with a huge-screened computer that merges television and computing through wireless interfaces. The concept is nothing new, of course, and comes up a lot when people talk about future Internet offerings. But we're the first ones to actually do it. On page 3, Rob Cheng talks about the alternative to our Destination system. It's not a pretty picture in more ways than one. We're not going to sell you some puny system, when we know taking full advantage of the Net and the growing multimedia offerings will require the power of a Pentium processor-based PC hooked to a screaming CD-ROM and cavernous hard drive. We'd rather bring the price down on what you need rather than take stuff out.

We're excited about the new product and thrilled to let you in on it early. We hope you find space in your family room for a Destination system and get years of family enjoyment from it when it comes out in a few months.

Well, got to go. I have to get back to work on our goal of constantly improving everything we do. If you have a kudo or complaint about Gateway, send it to the address on page 32. We love direct response from our customers. I read a lot of them, and they are always forwarded to the appropriate departments where they are taken very seriously.

Thanks for your business. Be cool.

  
Ted Waitt  
Chairman and CEO  
Gateway 2000



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Gateway has a plethora of new service options. Check them out!



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Gateway's new World Wide Web site is the latest way to get the most out of your Gateway connection.

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Brace yourself for the latest innovation from "Your friends in the business." The Gateway Destination™ system will dramatically change the way you work and play.

### Your Gateway Connection..... page 24

Find out how to continue your education online, and check out a great research paper tip sent in by a bona fide Gateway PC user.



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Still confused about the Internet and how it works? Read along as Phil gives you the goods.

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Phil addresses all your MPEG questions. And introducing "Geek's Corner" by Dan Liston, our self-proclaimed techno geek.





## Product

### Club Gateway..... 800-846-5210

page 9

Don't miss these exclusive offers available only to Gateway customers! Our great values include everything from lightning-fast 6X CD-ROMs and heart-pounding speakers to memory upgrade packages and color printers.

### Software..... 800-846-5210

page 9

Indulge yourself with our exciting software packages!

### Spot Shop..... 800-846-0563

page 28

Choose from a whole herd of clothing, accessories and gift items.

### Details..... 800-711-8556

page 30

Great accessories designed to enhance and organize your computer environment!

### PC Software & Supply..... 800-728-5031

page 31

PC Software & Supply has everything you need to protect your PC.

Bundles of software and more...

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Load up on Gateway fashion!  
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Through the messages, information and offers presented in GW2k: Gateway Magazine, we strive to nurture and build our relationships with you, our valued customers, and to continually give you new and better ways to use your Gateway 2000 system.

#### How To Reach Us?

Direct all comments, questions and/or contributions regarding GW2k: Gateway Magazine to Gateway 2000, GW2k: Gateway Magazine Staff at the above address, fax number, or through the Internet at [editor@gw2k.com](mailto:editor@gw2k.com). We want to know what's on your mind!



Toll free from Puerto Rico  
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# Industry News

by Rob Cheng, Gateway 2000 Vice President Desktop Products

## Diary of a duped \$500 PC buyer

**July 1, 1996** — After hearing so much about the Internet, I bought a new Internet PC — 4MB of RAM, 28.8 modem, no hard drive — pretty good deal for \$500. Now I'm cranking on the Net.

**August 1, 1996** — I contacted my ex-girlfriend Olivia. She's in the Peace Corps in Bolivia. She saves my messages on her hard drive. I don't have one. She has all my stuff on file — I have nothing. Scary.

**September 1, 1996** — Found the Sun Web site — it's great. They have a new product called Java. I can use it to download apps from their server. The server software can talk to my PC's software. I knew I didn't need a hard drive. I'll get my software from the Net. But I am envious of Olivia. She's downloading audio and video clips onto digital video disks with her Gateway PC, and she plays cool games. I can't play any of them. Oh yeah, I got my first online service bill today — \$20.

**October 1, 1996** — Everyone is providing software using Java. But most of the software needs more than 4MB RAM to run. I upgraded my terminal to 8MB for \$200, but now I can run over half of the software out there! I'm a little worried about my online bill — now it's \$50.

**November 1, 1996** — Everyone's doing the 3-D chat thing. I became a 3-D dragon, but it acts more like a dinosaur. Edna, a 3-D bluebird, told me I need a 3-D graphics controller. Edna's new Gateway PC supports 3-D — it's way cool. I tried to get a 3-D upgrade for my PC. No luck. But I can get a new \$500 3-D terminal within six months.

**December 1, 1996** — Olivia came back from Bolivia and laughed at my puny PC. We haven't spoken since. I ran into Edna at the 3-D mall, and I almost asked her out. But by the time I positioned my dragon/dinosaur she was gone. Oh well, I'm broke anyway — my online bill is \$100! Maybe this Internet PC wasn't such a great deal after all.

**January 1, 1997** — Microsoft introduced a technology that lets software on your hard drive interconnect via the Net with software on everyone else's hard drive. Hard drive? I don't have a hard drive!!

**February 1, 1997** — I've finally seen the light. I just ordered a Gateway 2000 PC based on Edna's recommendation. Having an Internet terminal in cyberspace is like riding a bicycle on an interstate highway.



## New technology set to make PC games better than ever.

Throw away your Super Nintendo! Who needs a PlayStation? This year, the PC finally becomes THE place to play.

New technology — including Windows 95, more powerful processors, 3-D accelerator cards, high-speed CD-ROM drives, and digital joysticks — will simultaneously make PCs even faster and easier to use. With that kind of power, plus the inherent advantages of a PC's keyboard, hard disk and high-resolution monitor, your multimedia computer becomes more than a match for even the latest dedicated gaming machines. Frankly, though, that hasn't always

been true. Early PCs balked at anything beyond simple text-based role-playing and adventure games, and set up and configuration hassles often made the process of making multimedia work seem more trouble than it was worth.

Fortunately, all that's beginning to change. In the last couple of years, fast Pentium-based processors, double- and quad-speed CD-

# BIG EAT N due i

ROM drives, high-quality sound cards, and slick joysticks have added juice to computer games, making playing on the PC more fun than ever.

Today's top games such as Activision's MechWarrior II, LucasArts' Rebel Assault II, Sierra On-line's Phantasmagoria, and Virgin's The 11th Hour exploit the latest technology to offer unsurpassed entertainment experiences.

### Windows 95

But that's only the beginning. When it came out last August, Microsoft's

By Fredric Paul, editor in chief of *PC Entertainment* magazine, formerly known as *Electronic Entertainment* magazine



Windows 95 operating system promised a new era in PC gaming. This year it will deliver on that promise.

Windows 95 has already led to making games easier to install — what with no more headache-inducing DOS installation and configuration problems to worry about. But apart from easier tech support, the real benefits of Windows 95 for games had to wait until

# WATERS n '96

the release of Microsoft's DirectX technology late last year.

DirectX consists of a set of interfaces that make it easy for developers to use all your computer's built-in hardware capabilities. Right now, DirectX includes DirectDraw, DirectSound, DirectPlay, DirectInput, and DirectVideo.

New games that take advantage of DirectDraw actually run faster than equivalent DOS games, especially on PCs equipped with Windows accelerators. That's a dramatic improvement when you consider that most game developers used to shy away from Windows because its unavoidable performance overhead turned action games into boring games even on the fastest machines. And, unfortunately, DOS games simply can't take advantage of Windows acceleration hardware.

DirectPlay, meanwhile, will let you connect up to 16 digital joysticks like Microsoft's new Sidewinder 3D Pro or Advanced Gravis' GrIP (Gravis Interface Protocol) controllers without stressing your system.

Digital joysticks also offer faster response, automatic calibration and new configuration options for older games.

The technology even supports force-feedback joysticks that use built-in motors to fight you through the turns in racing games or give you a whack when you get hit in a fighting game. Look for the first powered joysticks by midyear.

Microsoft says the final piece of DirectX, called Direct3D, will hit sometime early this year. Developed by RenderMorphics, a British company Microsoft bought in 1995, Direct3D is designed to give game developers a standard interface so new Windows 95 games can work with all the new 3-D accelerator cards now making their way to market.

## 3-D Acceleration

Three-dimensional acceleration is important, because after Windows 95, the explosion of new 3-D accelerator cards portend the year's biggest PC gaming. These cards use new chips from S3, 3DLabs, Nvidia, Yamaha and others to dramatically boost performance. Back-look crisper and more detailed, larger animations play smoothly, and game worlds new depth and perspective.

The first popularly priced 3-D accelerators hit the market in 1995, but there was a big problem. Each one used its own proprietary DOS interface, and game makers had to support each card individually. The result? Overwhelmed with supporting a wide variety of accelerators, many game makers held back from developing 3-D games for the PC. So you could never be sure that your favorite DOS game





would work with your particular hardware, even if it said it supported 3-D.

As Microsoft's Direct3D interface for Windows 95 finally becomes available to developers, that problem should disappear. Direct3D will establish a single common interface for 3-D accelerators and game makers. That way, all your new Windows 95 games should work fine no matter what kind of 3-D accelerator you have. Once Direct3D settles the support issues, look for just about every new game to take advantage of 3-D acceleration.

### ***Bigger, Faster, Better***

Faster general-purpose hardware will also go a long way toward making games more exciting. Unlike dedicated game systems that move ahead in distinct jumps, the computer industry is continually evolving, as more powerful processors, bigger disk drives, faster CD-ROM drives, and other enhancements find their way into the hottest PCs.

In 1996, high-powered Pentium-based processors, including Intel's new P55 chip specifically engineered for multimedia, should deliver all kinds of performance gains for gamers. The same is true for fast new 6X and 8X CD-ROM drives, promising smoother video, shorter load times and other goodies.

Of course, until these devices come into widespread circulation, few games will specifically support them. So you won't see that much improvement from your fancy new hardware right away. Just as important, though, the arrival of brand new cutting-edge hardware tends to turn yesterday's cutting-edge into today's standard. In 1996, game makers will begin to assume that most players have at least 75MHz Pentium-based PCs and 4X CD-ROM drives. Accordingly, they'll optimize their products to take advantage of that level of technology. As that happens, you'll actually get a new kick out of the hardware you already have.

### ***Online Gaming***

Game players know that performance is important, but so is your opponent. Playing against the computer can be fun, but beating the pants off a real human being is so much more rewarding.

Online and network games let you do just that, and this year you'll see more of them than ever before. Air Power and Confirmed Kill, for example, will make their official debuts later this year, letting hundreds of virtual pilots take to the air at the same time in vast World War II-style battles. And almost every new game now supports multiplayer action over your office's local area network (after 5 o'clock, please) or head-to-head play via modem.

To make things even more exciting, new DSVD (Digital Simultaneous Voice and Data) modems let you talk while you play over the same phone line. With a pair of DSVD modems, you can blast your buddy out of the sky and rub it in at the same time. U.S.

Robotics already offers a DSVD modem, and more are expected this year from Hayes, Supra and Creative Labs.

### ***Fun In The Future***

That's a pretty great lineup for a single year, but what about 1997 and beyond? What can we look forward to before the end of the millennium?

Plenty. New high-density CD-ROM discs, using a new format known as DVD (digital video disks), will hold entire movies of TV-quality full-screen video, allowing for far more expansive games and interactive entertainments.

Widespread use of faster connections using the telephone companies' ISDN (Integrated Services Digital Network) or even cable TV lines will spawn a whole new world of online games and entertainment.

And we're already seeing the beginnings of virtual reality entertainment on the PC. VR headsets like Virtual I/O's i-glasses, Forte's VFX1, and the CyberMaxx from VictorMaxx Technologies are already on the market (for prices ranging up to \$1,000 or more), but there's lots more on the way. Head-mounted displays will become more affordable, more comfortable and more powerful. It won't be long before you'll just be able to point your head where you want to go, and your PC will take you there.

Won't that be fun?

### ***Top 10 Games To Look For In 1996***

Game developers will release literally thousands of new games this year. I think these ten promise to be among the best.

1. **Quake** — id Software: Just what you'd expect from the makers of Doom, only more so.
2. **Myst 2** — Broderbund: Due late this year — the sequel to the biggest selling game ever.
3. **Magic: The Gathering** — Spectrum Holobyte: The popular card game goes interactive courtesy of gaming guru Sid Meier.
4. **VR Baseball** — Interplay: The first in Interplay's heralded VR Sports series.
5. **Duke Nukem 3D** — Formgen: Designed to take Doom-style gaming to the next level with sharp 3-D graphics.
6. **Zork Nemesis** — Activision: The long-awaited sequel to Return to Zork, which itself updated the classic Zork text-based adventures.
7. **Star Trek Generations** — Spectrum Holobyte: Play captains Kirk or Picard in this action/adventure game based on the movie.
8. **Psychic Detective** — Electronic Arts: Jump right into the minds of the major characters.
9. **Bad Mojo** — Pulse Entertainment: You play a man transformed into a cockroach, trying to reclaim your life.
10. **Hyperblade** — Activision: This fast-action in-line skating sports game has been called Rollerball in a half-pipe.



## Just Find Us @gw2k.com!

by Phil Ellis, Gateway 2000 Online Services Representative

# The Ins And Outs Of The Net

In the Winter '95 GW2k, Rob Cheng wrote an article concerning the Internet and the many ways he has utilized it. Of course, this produced many letters and faxes to our attention concerning certain questions: What's he talking about? What the heck is FTP? Where can I find this stuff? In response to your inquiries, I'll give you a clearer explanation of what Rob was talking about and tell you how to go to some cool places on the Internet.

### The Internet has pretty much become the World Wide Web,

for all practical purposes, and the move from a text format to a graphical format has allowed the whole world to access a veritable plethora of information without the hassle of protocols, logins, etc. With Web browser programs such as Netscape Navigator and GNN (Global Network Navigator), you can peruse the Internet world with the click of a mouse.

### The World Wide Web

The much-ballyhooed "World Wide Web" is simply a community of servers using the *hypertext transport protocol*. The protocol itself is essentially a stream of ASCII text with specialized formatting and file download commands embedded within. **HTML** (HyperText Markup Language), the technical name for this specialized data, itself isn't much to look at, but when fed into a browser designed to interpret the script, it is translated into human-readable text with formatting, graphics, forms, etc. Point your browser to: <http://www.highfive.com> to see the "highest five" or best web sites — at least according to one critic. We've recently launched our own page at the address: <http://www.gw2k.com>. (See page 13 for more info on our new Web site.)

**Q.** Where do I get GNN or Netscape?

**A.** GNN is on the Info Highway CD that we offer in this mag on page 22. You can also get Netscape from various FTP sites. One particular site is <ftp2.netscape.com> (if this is busy you can also try <ftp3>, 4, 5, 6, 7 or 8). Simply download the file, expand it and run the Setup program. Or, if you're not comfortable doing this, go to your local bookstore or computer software store where you'll find products with titles such as "Internet In A Box" that come with Netscape or another browser and a novice-oriented manual.

**Q.** What is FTP?

**A.** FTP stands for File Transfer Protocol. By convention, anyone making files available to the general public does so by allowing any individual to login using the ID of *anonymous* and giving their e-mail address for a password. (Most sites recognize *ftp* as a synonym for this kind of login due to the human predisposition for typing errors.) When this is successful the user is then presented with a hierarchical file system (like that of standard DOS/Windows) through which they can scroll up or down through directories. When

a user wishes to retrieve a file he or she simply gives a command to **get** <filename>. Fortunately, with contemporary FTP clients like those built into most Web browsers, this is done automatically without the user even being aware of what is happening. Downloading a file from an FTP site is merely a matter of declaring the location of the site (i.e. <ftp://ftp.gw2k.com>) and clicking with the mouse to find and download a file.

When you use a Web browser you have to locate a local Internet provider. This should be relatively easy, and they're becoming more and more common. Check <http://www.thelist.com>. This address gives you a list of providers. If you get your program from a local computer store, they should be able to supply you with a phone number. Or, if a manual is included, it should point you in

the right direction.

This brings us to the big three. No, not ABC, NBC and CBS. Try AOL, CompuServe and Prodigy. The conventional online services have all incorporated their own Web browsers into their software. They all have their advantages and disadvantages. The main pro of using one of these is that along with Internet access, they provide you with an arsenal of other services, such as very easy access to online magazines, message boards and chat privileges. The main con is money. You'll most likely end up paying more for these services than you would through an Internet provider.

Good luck and happy browsing!

### Trying to find us online?

#### Reach us at the following:

■ GW2k BBS: 605-232-2224

■ GW2k Download Service:  
800-846-7562

■ Prodigy: Jump Gateway

■ AOL: Keyword: MOO

■ CompuServe: Go Gateway

■ Internet Usenet Group:  
<alt.sys.pc-clone.gateway2000>

#### Internet addresses:

■ [tech@gw2kbbs.com](mailto:tech@gw2kbbs.com)

■ [custserv@gw2kbbs.com](mailto:custserv@gw2kbbs.com)

■ [sysop@gw2kbbs.com](mailto:sysop@gw2kbbs.com)

#### World Wide Web address:

■ <http://www.gw2k.com>

And for any comments on the magazine, send a note to:

[editor@gw2k.com](mailto:editor@gw2k.com)



# GW2k

## Flower Power

### P5-150

- Intel® 150MHz Pentium® Processor
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- 6X EIDE CD-ROM Drive
- 3.5" Diskette Drive
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- 7-Bay Mini Tower Case
- 104+ Keyboard
- Microsoft® Mouse 2.0
- MS Windows® 95
- MS Office 95, Professional Edition
- Gateway Gold™ Service & Support

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*Spring Blooms*  
Taggart's Flower Shop

*Monitors*  
Page 20

*Spot Shop*  
Pages 28-29



# Life's Little Lessons With The ... *Finance Pack*

by Mike Ritter, Gateway 2000 Associate  
Product Marketing Manager

**Few things surpass** the stress associated with being an expectant parent. And although it's supposed to get easier with the second child, I can attest that you enter a whole new dimension of tension when the trusted family physician refers to the shadowy images on the sonogram as "Twin A" and "Twin B!"

When the initial shock wore off about 10 days later, certain things became apparent. The plans for Mike's new sport utility vehicle became replaced by discussions about minivans. All the names we had previously selected had to be discarded because they weren't "twin names."

And most importantly, if we were to survive this ordeal with our sanity intact, we knew we needed to engage in some very careful financial planning. Fortunately help was only a phone call away!

I quickly ordered the new Finance Pack from Gateway 2000. It has all the tools necessary to do everything from managing our finances to creating a will. In fact, it even has programs to help prepare our taxes and plan for the arrival of a baby or two. We finally began to see light at the end of the tunnel.

After loading all the programs on my trusty Gateway P5-90XL, I was soon up and running. Since I had used a previous version of Quicken in the past, I decided the all-new **Quicken Deluxe 5** was the best place to start. I immediately realized it still had all the same great functions I enjoyed in the past, plus many new powerful features. It automatically updated and converted my old Quicken files to the new format and brought me to the "Home Base." From here it was easy to update and reconcile our checkbook, set up our household budget, and create many colorful graphs and reports.

But this was only the beginning. Quicken Deluxe is also filled with numerous video clips from financial experts who provide tips on how to cut expenses and save money. In fact, I can use my TelePath fax/modem and Quicken to pay bills directly from my PC for less than the price of a stamp!

From Quicken I had ready access to the other programs in the Finance Pack. Now that I had brought my finances up-to-date, I decided to move on to **The Parents' Guide to Money** to begin planning for the events to come. The "Guide" provided

tips on how to prepare for everything from daycare to college funds with the use of various scenarios that simulated how we might be affected by the arrival of the twins. It also provided insight to various health insurance and life insurance options we should explore to ensure a more complete coverage plan.

The tips proved useful and I soon realized this software package was proving to be even more beneficial than I had

originally anticipated. I continued through my tour of the Finance Pack with a look at the **Quicken Financial Planner** and the **Quicken Family Lawyer**. Both programs took my future financial planning to greater levels of detail helping me develop long-term financial and investment plans for retirement, as well as recommending and assisting in the development of various legal forms which may be necessary to protect my interests.

As I continued, I realized that twins meant something else — two more dependents! I quickly accessed **Turbo Tax** to get an idea of how this would affect our tax bill. I was able to prepare our taxes quickly by using the data from Quicken and answering a few simple questions. Plus when we file, I'll be able to print completed IRS approved forms directly from my printer.

As the moment of truth approaches, I feel more confident knowing the Finance Pack has helped me to prepare. Now if I could just find a way to prepare for the sleepless nights ahead!

## Finance Pack

Quicken® Deluxe 5; Quicken Financial Planner™; Quicken Family Lawyer™; Quicken Parents' Guide To Money™; and TurboTax® Deluxe coupon **\$79**

**Call us at 800-846-5210 today and order the Finance Pack!**





## Club Gateway

As a Club Gateway™ member you're entitled to great values on upgrades, peripherals and software packages exclusively available to Gateway 2000® customers. And each product has been thoroughly tested to ensure optimum performance and compatibility with Gateway PCs. Our friendly, knowledgeable sales representatives are committed to finding the perfect enhancements for your computer. Give us a call today!

All offers exclusively available to Gateway customers, so have your customer ID ready when you call. Club Gateway cannot take orders for PC Software & Supply, Details Express or Spot Shop items, so please use the telephone number for the product you're ordering. Pricing and availability are subject to change.



### 10th Anniversary Bundle

You'll be on the edge of your seat with the latest and greatest fast-action video games, plus our special Gateway anniversary T-shirt.

**\$49**

**BioForge™** — A madman has concocted a fiendish interstellar plot and you're the only one who can stop him. **CAUTION** — BioForge may not be suitable for younger children.

**Magic Carpet™ II: The Netherworlds** — You must use 11 spells to conquer the Demon Lord amongst great forces of evil!

**Wing Commander® III: Heart of the Tiger™** — This interactive movie for your PC features invisible cockpit view and a state-of-the-art 3-D navigation system.

## Software

### Software

Spring has sprung! Time to work in the garden or clean the house. Or you could refresh your computing experience with incredible software bundles from Gateway 2000. It's all here — essential Windows 95 upgrade packages, spine-tingling flight simulators and educational software for the kids. Call today for more information on our software bundles!



### Gateway Gamer's Pack

Ever get the urge to engage in head-to-head combat with prehistoric beasts or post-apocalyptic terrorists? Be our guest. Or mellow out and shoot pool with the pros. Includes Gravis™ GamePad™.

**\$79**

**Command and Conquer™** — The planet is divided between two forces battling for world domination. Put your strategies to the test in a real-time world with over 60 minutes of intense video and 3-D graphics. **Ages 13+**

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## Software



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## Service ...

**Made To Order**

**Fine computing** begins with excellent service. And Gateway customers have been savoring the benefits of Gateway Gold service and support ever since we introduced the program last year. This award-winning program has been redefining industry standards for service and support ever since. Like our build-to-order computers, Gateway service options can be tailored to fit additional needs.

Check out our wide array of delectable service selections. There's something for even the most discriminating tastes!

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If you're looking for an outstanding service option at a low price and you're within the first year of your desktop service agreement, Gateway Gold premium service may be for you. You'll receive priority access to Gateway technicians and extend your current on-site service agreement to a total of *three years* for only \$129. There's even a membership card so you'll always have your service number and benefit information handy. Karen Boni of

Moon Township, Pennsylvania, sent us rave reviews on the Gateway Gold premium service program.

"Priority access to a Gateway 2000 technician makes Gateway Gold premium service a valuable service to customers," she said. "The fact that my three sons can easily get direct access to a technician when they need help is outstanding. For \$99, it's worth every penny!"

**Gateway Gold A La Carte**

If computer set up isn't your forte, try Gateway Gold a la carte service. Within three days of receiving your new computer, a service technician will come to your location and set it up for \$129. If you have more than one PC in the same location, the cost is \$79 each for two to nine systems, and \$59 each for 10 or more. Select items from our Add-On Sales department can also be installed by a service technician. The cost is \$139 for the first component and \$39 for each additional component.

Non-Gateway hardware or software components can also be pre-installed on your new computer before it leaves our factory. Minimum volume requirements are necessary. Ask your sales representative for pricing and availability.









**Appetizing Options**

Wondering how to give your spreadsheet a professional flair or how to play that game you bought at the mall? Software Support, Inc., will provide you with tutorial assistance and support for software purchased from a source other than Gateway. Although not an affiliate of Gateway 2000, Software Support, Inc. provides fee-based technical support on over 150 software titles. For a \$25 fee you can call 800-229-1103 for unlimited assistance to resolve one software issue during one phone call, or for \$1.95 per minute call 900-555-4695 for support on a variety of software issues. This service is available 24 hours a day, seven days a week.



**Tomorrow's Special**

All Gateway service programs are re-evaluated daily to ensure you'll receive the best possible support today and tomorrow. Along with a steady stream of new recruits, our technicians are trained, retrained and trained again. So whether you have a 286SX or a state-of-the-art P5-150, you'll get the expert assistance you need.

**Gateway Gold Service & Support**

-  Toll-Free Technical Support 24 Hours A Day, 7 Days A Week
-  Free Software Technical Support for all OSs and applications purchased from Gateway (Includes MS Windows 95 Support)
-  One-Year On-Site Service Agreement\*
-  Next Business Day On-Site Service (Pending parts delivery on calls received prior to 6 p.m. CST)
-  Extended On-Site Service Hours\*
-  Scheduled On-Site Service (2-Hour Appointment Window)
-  Three-Year Limited Parts Warranty (Call or write us for a free copy of our warranty.)
-  Express Replacement Parts Delivery (Pending availability)

**Gateway Gold Premium Service**

-  Priority Technical Support 800 Number for three years from the date of your computer purchase.
-  Extends Original On-Site Service Warranty to a total of three years
- \$99** (At point of system sale.)
- \$129** (Upgrade within current on-site service agreement.)

**Gateway Gold A La Carte**

-  On-Site System Installation
-  On-Site Upgrade/Add-On Installation
-  Hardware and Software Customization/Integration

Ask your sales representative for details and pricing information.

*\* On-site service is available to most locations after need is determined by a Gateway technician. Call or write us for a free copy of our on-site agreement.*



## Check Out Gateway On The ...

# World Wide Web

**You're at the helm** of your Gateway 2000 Internet cruiser, powered along at a brisk 100 miles per nanosecond by a TelePath 28.8 modem when your brain issues a red alert: What the heck is "ASCII cow?"

Hard to port, Mr. Sulu, lay in a course for <http://www.gw2k.com>, warp factor seven.

The hard drive chatters as your Gateway Internet cruiser leaps into hyper drive. Seconds later you're pulling into a new cyberbarn, home of the ASCII cow and many other spotted phenomena.

It's all part of Gateway 2000's World Wide Web site, a bit of

entertaining tidbits around the site. And they're not afraid to head out on the edge of the wild and woolly WWW scene. For evidence, just consider ASCII cow.

That's the Web team's name for a contest among Web visitors to draw a cow using only keyboard characters in ASCII format. :) The winner, Win Kang of La Mirada, California, submitted the Mona Lisa of ASCII cows, a handsome bovine giving a friendly wave of the hoof. For his artistry, Win received a deluxe Gateway 2000 denim coat.

Gateway sees the Web site as a way to establish a presence on

# <http://www.gw2k.com>

Gateway cool nestled within the globe-covering sprawl of the Internet.

Since it blinked to life on October 31, 1995, Gateway's Web site has been a hit with cyberspace travelers from around the world. About 150,000 times a day, an Internet traveler makes contact with Gateway's Web site.

Creators of Gateway's web site wanted it to reflect the rest of the company — taking care of business yet having fun along the way. So, besides corporate profiles and product information, visitors to Gateway's site can also explore areas like "Kids Page" and "The Cow Zone."

One popular area, dubbed the "configurator" by the Gateway Web team, is a sort of interactive cyber showroom for Gateway products that allows browsers to custom configure their own system and calculate its cost. The feature, located under the "I Want A Gateway" icon on the home page, allows consumers the leisure of running through several configurations of a system to find the one that meets their needs and fits their budget.

Besides offering information on new systems, the Web page can also help offer service after the sale. Gateway's Web site features the answers to 50 FAQs (frequently asked questions to those who don't speak Webese). And, best of all, hold time isn't an issue once you've connected to the Web site.

While sales and service information are vital, the Web team, which holes up behind some big monitors at Gateway 2000's headquarters in North Sioux City, South Dakota, also included

the Web and, more importantly, provide another way to serve current and future customers.

Bruce Morris, Gateway 2000 Online Information Services Manager, says the site will continue to grow in the future, and may someday include things like the ability to custom configure and order a system online. Currently, customers can only order systems by calling a toll-free number and talking to a Gateway sales rep.

Think after one visit you'll say "been there, done that?" No way, says Morris. He wants Gateway's World Wide Web digs to change periodically, much like *GW2k: Gateway Magazine* changes articles, photographs and illustrations with each new issue.

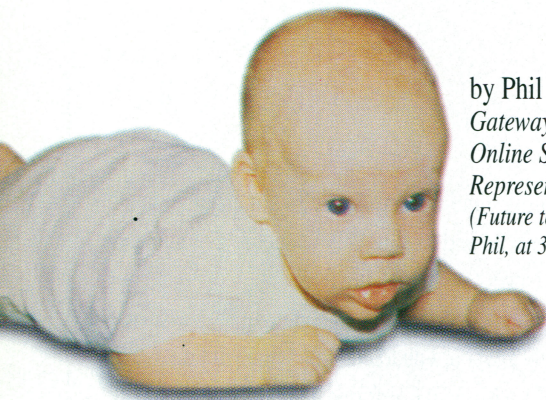
"People might visit the site one day and come back the next to discover new features or an entirely different design," said Morris. "We want the site to continue to change and offer fresh, new things."

Unlike some other sites, Gateway's Web page offers links that can take browsers to other related sites and back without having to type in a new Web address.

The Web team sees the number and type of links included in the page growing in the future. For right now, many of the links under "The Cow Zone" icon shoot browsers to a formidable array of cow-related sites. One site, for example, tells browsers that the average Holstein eats 28 pounds of corn silage a day, chewing each bite very, very thoroughly of course.

How much water do they wash that down with? Set your course for <http://www.gw2k.com> and find out for yourself!





by Phil Ellis  
Gateway 2000  
Online Services  
Representative  
(Future tech-head,  
Phil, at 3 months)

**Let's talk fixes.** Unfortunately when new products are introduced, the drivers are not always as stable or as perfect as we'd like them. However, there are fixes available for the little bugs that don't show up until later. Take, for instance, the 6X Wearnes CD-ROM drive. You may have noticed the drive mysteriously disappearing in Windows 95. To rectify this, download CD.SYS from the CD-ROM library on the Gateway BBS, copy the file into your C:\ directory and put a line in your config.sys which says DEVICE=C:\CD.SYS. If you don't have a config.sys, all you'll have to do is create one and make this the only line in it. You won't have a problem with the drive after this.

**If you have the Sanyo 3-disc changer** and Windows 95, there is a new device driver to help limit the inherent drive cycling each time the drive is accessed. Download TORISAN3.EXE from the Gateway BBS and copy it to a test directory. When you execute this file, you'll end up with 4 files: cdvsd.vxd, scsi1hlp.vxd, torisan3.vxd, and voltrack.vxd. Delete the sanyo3.vxd file from your C:\WINDOWS\SYSTEM\IOSUBSYS directory and copy the new files into this directory. Restart Windows when you're done.

**A couple new and useful BIOS updates** have been added to our current collection. 1.00.05.BSOT and 1.00.05.BROT have been

released (replacing 1.00.03.BSOT and 1.00.03.BROT), and ZAPPB501.EXE and

ALADB501.EXE are the respective file names available for download. Your BIOS revision is displayed at the beginning of the boot process, so you can see if this version applies to your Pentium processor-based system. The revisions fix tracking problems with CD-ROM drives and allow IRQ 15 to be released if the secondary IDE controller is disabled. These are available on most of our supported online services.

**If you're looking for** a new anti-virus program, McAfee has one specifically for Windows 95. The file name is S95.EXE, and their BBS number is 408-988-4044. Simply download this file and run the setup program. This is a shareware program, so you may try it for a while before paying a nominal registration fee.

**To ensure that you're getting** the most performance from your printer after upgrading from Windows 3.11 to Windows 95, remove the printer driver from the Device Manager and use the Wizard to install an updated driver. The new drivers use an EMF (Enhanced Meta File) to store the data to be printed and frees your PC up to do other things while it's printing. This allows you to continue immediately after pressing the print button. Double click on the Printers icon in the Control Panel. Highlight the current printer driver, click on File and choose the Remove option to get rid of the current driver. Next, double click the Add Printer icon and follow the Wizard's directions on adding the new driver.

**If you've been chomping at the bit** to use your infrared port with Windows 95 on your Solo or your Liberty, the wait is over. There's a new driver specifically for this purpose. Unfortunately, at the time this publication went to press, it hadn't been

approved by us yet, but check the Gateway BBS for the driver first. Either way, you can download this from Microsoft's World Wide Web site: [www.microsoft.com/windows/software/irlda.htm](http://www.microsoft.com/windows/software/irlda.htm). The file name is W95IR.EXE. After downloading and expanding the file in a test directory, run the Setup.exe program to install the driver. You will then have an icon for the driver in the Control Panel. Also, make sure your system's infrared port is enabled in your CMOS setup. Keep in mind that your other infrared device or devices, such as your printer or scanner, may also need a driver update. If so, contact the manufacturer for the updated driver.

### Caching your CD-ROM drive

A simple way to make your CD-ROM drive run faster with Windows 95 is to allocate a small chunk of memory for the purpose of caching the drive. This cache setting is independent of the disk cache, and significantly helps the drive's performance. Double click on the System icon in the Control Panel and click on the File System option of the Performance tab. Next, click on the CD-ROM tab. Here you'll find a slider control to set the desired amount of cache memory, and below that is a setting for your CD-ROM speed. The recommended settings are as follows:

RAM size	Optimize setting	Cache size
8MB or less	Single-speed drives	64K
8MB to 12MB	Double-speed drives	626K
12MB or more	Quad-speed or higher	1238K

**Since the last issue,** I've been pummeled with requests for more information on MPEG. Any of our 64-bit video cards can efficiently use an MPEG driver. (Theoretically any video card can use MPEG, but you should have a 64-bit card if possible.) If you purchased the Generations II software package, there is an MPEG driver included with the Masters Golf program. If you don't have this program, you can purchase a driver from a third party vendor



or download a shareware/freeware version off the Internet or the vendor BBS specific to your video card. Our OEM Matrox Millennium card is compatible with MPEG. However, it cannot use Matrox's MPEG hardware upgrade. This may or may not change. If you have the ATI Mach64 card and are running Windows 95, you can obtain newer video drivers and an MPEG driver from ATI's BBS at 905-764-9404, or from their Web site at [www.atitech.ca](http://www.atitech.ca). The STB Trio 64/64+ card does have newer video drivers on their BBS at 214-437-9615, or on their Web site [www.stb.com](http://www.stb.com). This should help increase MPEG driver performance.

### If you're getting out of memory

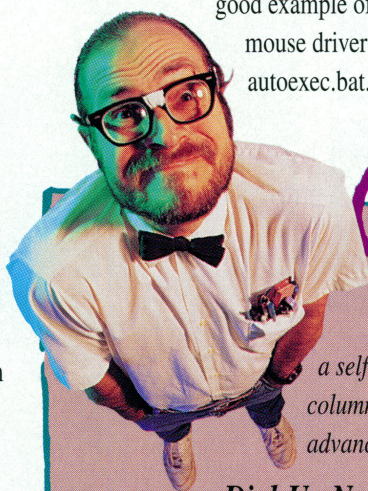
errors when you're trying to run programs on your computer, you can usually correct the problem by running Memmaker. From the C:\ prompt, type MEM/P/C. The size of all the TSRs loading in either conventional or upper memory will be displayed. Be sure to take note of the Largest Executable Program size. This should change after you run Memmaker. To run this, type MEMMAKER at the C:\ prompt and press Enter. This program will load certain TSRs and drivers into the upper memory freeing the lower memory, and, in most cases, it will alleviate those pesky errors. When you finish running Memmaker, type MEM /P/C and note how much the Largest Executable Program Size increased. You should be able to acquire around 600k total. That should be enough for any program.

By looking at the information on the screen, you can also tell which drivers are loading in upper memory and which drivers are still running in conventional memory. If there are an excessive number of drivers loading low, you can do a couple things about it. First, check the size of all the drivers. The larger ones should be loaded first. If you have to change the location,

edit the startup file (config.sys or autoexec.bat) loaded with the desired driver. Then rearrange the order so it's toward the top if it's a big driver and toward the bottom if it's a small driver. Some drivers, such as himem.sys and emm386.exe, can't load high and there's nothing you can do about this.

The second way to free up memory is to eliminate any drivers you can live without from the config.sys and the autoexec.bat. A good example of this is the mouse driver in the autoexec.bat. This

driver is about 25k in size. If you don't use MS-DOS-based programs, you can edit the autoexec.bat and type REM in front of the driver line and gain a lot of memory. If you need it in the future, you can simply remove the REM from the line. You might be able to find a few things that will save you a lot of memory. Before you eliminate any drivers, make sure you save a copy of your old config.sys and autoexec.bat on a floppy disk or in another directory of your hard drive.



## Geek's Corner

By Dan Liston, Online Services Representative  
GW2k: Gateway Magazine welcomes Dan Liston. Dan's a self-proclaimed techno geek and is the author of a new column called "Geek's Corner." Check out this column for ultra-advanced technical information.

### Dial-Up Networking in Windows 95

To utilize the Internet icon in Control Panel you must first install dial-up networking and properly configure your modem. When configuring your modem, make sure the port speed is set to twice the speed of the modem to allow for compression. Also, choose Hardware for any Flow Control options. Next, double click on the Network icon, click on Dial-Up Adapter and check its properties. Unless you are using RAS or some other services besides Internet, just select TCP/IP under the Bindings tab. To install this protocol, return to the Configuration tab, select Add, Protocol, Add, Microsoft, TCP/IP, and click OK. In the "TCP/IP -> Dial-Up Adapter" properties set up all the Internet information you received from your service provider. DNS numbering, Gateway, Netmask, Domain suffix, and whether you have a permanent (static) or automatically assigned (dynamic) IP address are all required for efficiently using Internet.

Double click the Dial-Up Networking icon within the "My Computer" icon (if you have not already renamed it). Double click the "Make New Connection" icon to configure a new icon with the phone number to your service provider. Right click the new icon and choose Properties. Click Configure and choose the Options tab. Since TCP/IP protocol will not send your name and password to the provider for you, place a check mark in the "Bring Up Terminal Window After Dialing" box. This allows you to type your name and password for secure Internet accounts before actually starting the PPP protocol. Click OK, then click the Server Type button. The type should, of course, be Internet, and the only two check marks on this dialog box should be "Enable software compression" (if your provider supports it), and a protocol of TCP/IP. The TCP/IP Settings button will let you confirm or configure your Internet addressing information.



*Spot Shop*  
Pages 28-29

*Software*  
Pages 9-11

*Cool Jeans*  
Department Store

## GATEWAY DESTINATION™

The Gateway Destination system features a Pentium® processor-based PC in a charcoal-colored case specifically designed for your home entertainment center, plus these other unique features:

- Destination31 (31" viewable) TV/VGA Monitor
- Destination High-Fidelity Audio Card
- Communication Center w/ High-Speed Internet Connection
- Wireless Keyboard w/ Integrated EZ Pad™ Pointing Device
- Wireless FieldMouse™ Remote
- Destination Software Bundle

Contact us today for the latest information!

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**FaxBack: 800-846-4526**

**<http://www.gw2k.com/destination>**

"Today's TV set is arguably the dumbest appliance in the home. But not for long. Soon the television will be so clever that it will be indistinguishable from a computer. The only difference will be which room it sits in."

*Nicholas Negroponte, Director, MIT Media Lab*



## Everyone Needs A ...

# Destination

If you read the Spring 1995 premier issue of *GW2k: Gateway Magazine*,

you may have arched your eyebrows when the word "Destination" cropped up in Gateway Chairman and CEO Ted Waitt's opening letter.

In his letter to readers, Ted talked about huddling around a 17-inch PC screen while his daughter put the Kid's BackPack through its paces.

Ted and the other spectators thought there had to be a better way to make computer use a shared family experience.

"We need a Destination for all this," Ted wrote. "Not sure how we're gonna get there, but you'll know once Gateway's arrived."

Well, we're almost "there," and you're the first to know. In an exclusive preview for *GW2k:*

*Gateway Magazine* readers, Ted's hint of a year ago splashes onto the PC scene, yanking home comput-

ing out of the den and into the family room. Gateway 2000 introduces the Destination computer system featuring a whopping 31-inch progressive scan, or VGA monitor connected to a muscular Pentium processor-based computer designed in a manner that will literally forever change the way you view multimedia.

There's been a ton of hype over the past few years on the "convergence" of computer and consumer electronics technologies. Over the past few months, most of this hype has centered on the future availability of \$500 "Java terminals" — simple, limited-function terminals that plug into your TV and provide Internet access. We think this flies in the face of the trend of products that have a broader array of functions, as opposed to more single-function devices. It also ignores some fundamental technical limitations that will always handicap these systems.

After talking with our customers through surveys and focus groups, Gateway 2000 concluded that attaching an underpowered device to existing televisions would be like cruising the Infobahn with a horse and buggy. Television pictures are based on technology standards established in 1957. The Destination system, however, relies on current computer technology that finally brings VGA resolution to the living room.

Gateway's Destination system is a breakthrough that makes it possible to unchain computing from a solitary pursuit at a desk, to a group event enjoyed in the comfort of a family room. For the first

time, families can have a truly interactive product in the family room — a challenging and interesting alternative to television.

The Destination system is the first computer that's actually enjoyable for more than one person to use simultaneously. The system's huge monitor — with higher resolution than any TV set — gives new meaning to multimedia interactive. Consumers in test groups found that the Destination system made *Freddi Fish* from the Kid's BackPack II software bundle look like *Jaws* at a drive-in. *Encarta '96* became a juiced-up, group-learning jam session thanks to the speed of a Pentium-based processor and a 6X CD-ROM. And, games like *NASCAR Racing* were completely transformed.

Spectators no longer must huddle around a small monitor like it's some kind of electronic campfire. They can recline on the couch or get the pillows and sprawl out on the floor. Test groups found

Destination breathed new life into old favorites — its huge screen revealing finer detail and richer colors wasted on small screens.

The Destination system converts your favorite recliner into a driver's seat

for Net cruising. If you spend hours surfing the net, reclining on a couch beats perching on an office chair every time. Responding to someone in an Internet chat room or entering a Web address is a snap thanks to a wireless keyboard. The keyboard includes an EZ Pad pointing device and has more range than an all-star shortstop. The Destination system also comes with a separate wireless mouse, called the FieldMouse, that closely resembles a TV remote control.

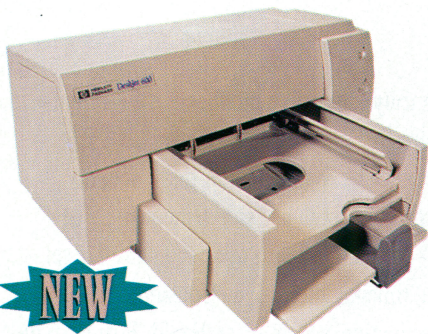
The system also easily out-muscles the cheap alternatives with the performance and functionality of a P5-120 PC that can squeeze the most out of multimedia interactive and also handle intense number crunching. Like most computers, the Destination system also has the potential for future upgrades in areas like RAM, hard drives, video cards and CD-ROM drives.

And when you just want to watch TV, the Destination system can do that too. Anything you can do with a television, you can also do with the Destination system — like connecting to cable, large or small satellite dishes, VCRs and camcorders, and even console game systems. Changing from computer to TV function is as simple as clicking a button on the FieldMouse or keyboard.

Under current plans, the Destination system won't start shipping until later this spring, but we wanted *GW2k: Gateway Magazine* readers to be the first to receive the rest of the story — Gateway 2000 has again led the industry in a new evolution of computing. Call today for more information about your Destination!

G A T E W A Y 2 0 0 0  
D E S T I N A T I O N



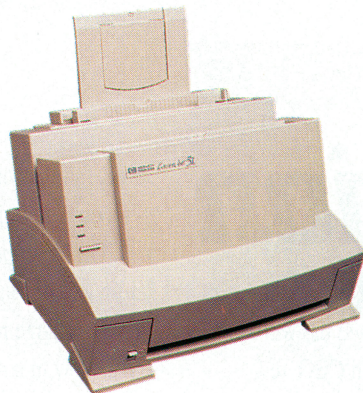


**NEW**

### Hewlett-Packard DeskJet 600C Ink Jet Printer

You'll whiz through every print job with flying colors, thanks to the Hewlett-Packard DeskJet 600C ink jet printer. As powerful as it is affordable, the HP 600C features ColorSmart technology — a "secret weapon" for clear, vibrant color at the touch of a button. Choose distinct, 600dpi black printing on plain paper, or up to 600 x 300dpi color printing. No less than 16.7 million colors add detail to letters and business projects. You'll also receive 34 scaleable typefaces to give your documents a polished look.

**\$259** (includes cable)



### Hewlett-Packard LaserJet 5L Laser Printer

The Hewlett-Packard LaserJet 5L printer provides outstanding 600 x 600dpi laser print quality at an affordable price. HP Resolution Enhancement technology (REt) and microfine toner provide crisp, clear printing that won't fade or smear. A quick four-page-per-minute engine and 24MHz processor provide fast printing, plus the Energy Star-certified PowerSave mode reduces energy costs. Convenient space-saving design and quiet print operation.

**\$479** (includes cable)



**NEW**

### Hewlett-Packard LaserJet 5P Laser Printer

Professional-quality laser printing has never been easier! The Hewlett-Packard LaserJet 5P effortlessly produces smooth graphics, crisp text and photo-like images at an outstanding 600dpi. To meet your extended printing needs, the LaserJet 5P boasts two paper trays, accepts a wide range of media sizes and is equipped with an infrared port for wireless printing from portable PCs. Custom handling and straight-through paper path features ensure wrinkle-free printing, and HP's EconoMode saves you money by cutting toner use in half for draft documents.

**\$849** (includes cable)



### Epson Stylus™ Color IIs Color Ink Jet Printer

If you're looking for an affordable color ink jet printer, the Epson Stylus IIs is for you. It features high-quality color printing and the sharpest blacks of any home printer, with 360dpi on plain paper and 720dpi on high-quality paper. And, the easy-to-use drivers are compatible with virtually all Microsoft applications. The Epson Stylus IIs allows for versatile paper handling, printing on plain paper and legal-size paper as well as envelopes and Epson transparencies. You'll receive a \$30 rebate coupon for added savings for a limited time, plus a coupon for graphics software valued at \$99 at no extra charge!

**\$259** (includes cable)



### Epson Stylus Color II Color Ink Jet Printer

The Epson Stylus Color II ink jet printer is perfect for the small business or home office! This printer provides the most vivid color and black-and-white printing of any office printer in its class. You get crisp, dark 720dpi black text output on plain paper and 720dpi photo quality color output on Epson paper. The Stylus Color II is great for everyday business correspondence and proposals as well as brilliant business presentations. And it's quiet and compact, so it easily fits on desktops. Plus you'll get a coupon for graphics software valued at \$99 at no extra charge!

**\$399** (includes cable)



**NEW**

### Lexmark Optra™ R+ Laser Printer

Looking for a high-performance, networkable laser printer? You need the Lexmark Optra R+. It features a fast 25MHz RISC-based processor, 2MB of memory with intelligent memory management, and two I/O slots for network support or a 40MB hard drive option. You'll get incredible output of up to 1200 x 1200dpi, with Print Quality Enhancement Technology (PQET) and PictureGrade™ for sharper images everytime. Plus a 16-page-per-minute engine means faster throughput for every user.

**\$1399** (includes cable)

Call for other printer options. See page 31 for printer consumables from PC Software & Supply.



## Add-Ons



### 6X CD-ROM Drive Wavetable Multimedia Kit

Brace yourself for a stunning array of sights and sounds! The Ensoniq Soundscape Wavetable sound card, Altec Lansing ACS-400 speakers and the industry's fastest CD-ROM combine for the ultimate multimedia experience.

- 6X CD-ROM drive
- Ensoniq® Soundscape™ Wavetable sound card
- Altec™ Lansing ACS-400 speakers w/ subwoofer
- Microsoft® Encarta® '96 Multimedia Encyclopedia
- Corel Photo CD Sampler
- Sound Explorer
- Maximum Comanche™
- Sesame Street® Numbers
- Hi-Octane™

**\$479**

### 6X CD-ROM Drive

Hold on to your hats — full-screen, full-motion video has new meaning! The lightning-fast 6X CD-ROM drive features a 900KB/second data transfer rate and 214ms average access time.

**\$199**

### MS Windows 95 & 6X CD-ROM Drive

Get the powerful performance of a speedy 6X CD-ROM drive to take full advantage of Windows 95!

**\$269**

### 4X Three-CD Changer

It's fast. It's convenient. It's a multimedia user's dream! The 4X three-CD changer lets you breeze through today's CD-ROM based software.

**\$249**

### Three-CD Changer Cartridge

Supplement your 4X three-CD changer with an extra three-CD changer cartridge. Makes loading and accessing your favorite software applications a snap!

**\$19**

### 4X CD-ROM Drive Multimedia Kit

Your multimedia experience will soar to new levels with the speed and performance of the 4X CD-ROM drive. And the 16-bit CD-quality sound card and high-quality Altec Lansing speakers pump out crisp stereo sound.

- 4X CD-ROM drive
- 16-Bit CD-quality sound card, Sound Blaster™ compatible
- Altec Lansing ACS-40 speakers
- Microsoft Encarta '96 Multimedia Encyclopedia
- Corel Photo CD Sampler
- Sound Explorer
- Maximum Comanche
- Sesame Street Numbers
- Hi-Octane

**\$269**



### MS Sidewinder™ Joystick

Winning isn't everything, but don't worry.

It's hard to lose with the Microsoft Sidewinder joystick. Stylish design provides the speed and precision you need to win!

**\$35**

Call today  
for more information  
about *all* our  
multimedia kit options!

## Audio Multimedia Kits

Already have a CD-ROM, but longing for speakers and a sound card? Our audio multimedia kits are the perfect way to add realism to the latest multimedia applications. And Gateway's Plug and Play compatible PCs make installation a snap. Both kits are Sound Blaster compatible and include two Altec Lansing ACS-40 speakers.

■ Gateway 16-bit sound card and Altec Lansing ACS-40 speakers. **\$119**

■ Ensoniq Soundscape Wavetable sound card, Altec Lansing ACS-40 speakers and ACS-250 subwoofer. **\$229**

## Sound Cards

■ Gateway 16-bit CD-quality sound card **\$79**

■ Ensoniq Soundscape Wavetable sound card **\$119**

## Speakers

### ■ Altec Lansing ACS-40 Speakers

These spectacular speakers provide the same level of digital audio quality you're used to hearing from a music CD. Subwoofer upgrade available. **\$59**

### ■ Subwoofer Upgrade

Upgrade your ACS-40 speakers with a subwoofer for great sound and thumping bass. **\$99**

### ■ Altec Lansing ACS-400 Speakers

Designed to create Dolby® Surround Sound for the multimedia computer, this compact three-piece system provides first-class sound performance. Enjoy five channels of surround sound from two ACS-400 satellites supplemented by a 40-watt subwoofer. **\$229**



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**800-846-5210**

Hours: Monday - Friday 7AM - 10PM CST, Saturday 9AM - 4PM CST  
Phone: 800-846-5210 • Toll free from Canada: 800-846-3609 • Toll free from Puerto Rico: 800-846-3613  
Fax: 605-357-1023 • FaxBack: 800-846-4526 • Payment Options: Visa, MasterCard, American Express, Discover, COD Cashier's check or Gateway 2000 DuoLine MasterCard Card • Warranty: Call for details  
Prices do not include shipping or applicable sales tax.



## VIDEO.....



Dimensions: W - 14.1" D - 15.2" H - 13.7" (includes base)

### **CrystalScan® 14 (13.4" viewable)**

Looking for the perfect color monitor for the home or office? Our CrystalScan14 (13.4" viewable) monitor offers a quality color display at an affordable price. Features an intelligent multiscanning analog display capable of high resolution up to 1024 x 768, with flicker-free non-interlaced operation and 0.28 dot pitch. EPA Energy Star compliant.

**\$299**



Dimensions: W - 16.1" D - 17.1" H - 16.4" (includes base)

### **Vivitron17\* (15.9" viewable)**

Give your eyes a break! The Vivitron17 (15.9" viewable) color monitor is non-interlaced, which means no more flickering screen, and it gives you the highest quality screen images available. It also has an ultra-high 1280 x 1024 resolution and a 0.26 fine dot pitch. This spectacular monitor is compatible with VGA, extended VGA, Super VGA, XGA and the new VESA® standards. Your eyes will thank you for the cleaner and clearer images.

**\$699**



Dimensions: W - 14.5" D - 15.2" H - 14.6" (includes base)

### **Vivitron™ 15 (13.9" viewable)**

Featuring Sony® Trinitron® technology, this Vivitron15 (13.9" viewable) color monitor gives you brighter, crisper colors, a clearer image and a sharper focus. The monitor produces high-quality screen images and features ultra-high resolution up to 1280 x 1024 and 0.26 dot pitch. The non-glare, flat, square screen is optimized for image accuracy and sharpness. It's a perfect focal point for today's high-end programs.

**\$399**



Dimensions: W - 18.91" D - 19.88" H - 18.87" (includes base)

### **Vivitron20\* (19.1" viewable)**

Say "give me a really big screen?" You got it. The Gateway 2000 Vivitron20 (19.1" viewable) color monitor is a great innovation for graphics and business professionals alike. Features brilliant Sony Trinitron technology and an impressive refresh rate of 80Hz at 1280 x 1024 for a flickerless display. Supports non-interlaced resolutions up to 1280 x 1024.

**\$1599**

*\*These monitors cannot be shipped via U.S. mail because of size restrictions.*

## VIDEO CARDS

Please call us for information on system compatibility and pricing.

### **Matrox MGA Millennium 4MB WRAM video card**

Features a 64-bit graphics accelerator chip and supports a 1600 x 1200 virtual desktop and full-screen 3-D animations.

**\$449**

### **Matrox MGA Millennium 2MB WRAM video card**

**\$299**

■ 2MB WRAM upgrade for Matrox MGA Millennium 2MB WRAM video card

**\$165**

### **ATI GX Mach64 2MB VRAM VLB video card**

Local bus video card features a 64-bit graphics accelerator chip and supports a 1600 x 1200 virtual desktop.

**\$270**

## Beautify Your Desktop

Configuring the video options in your system is an important customization options of Windows 95. Right click on your desktop. Choose Properties and click on the Appearance tab. If you have a larger monitor, such as the Vivitron17, you may change the resolution of your desktop to 1024 x 768 from the standard 640 x 480. This will give you more room on your desktop and your icons, applications, etc., will appear smaller than before. Also, it's possible to change the number of colors that your video card will use. If you deal with graphic arts or phototypesetting, you'd most likely find that 16.7 million colors will be most useful. But in normal everyday usage, 256 colors will not only suffice, but the performance of your video subsystem will be greater than with a high-color desktop. Also, a lot of applications will not run with anything other than 256 colors. So experiment with your display. You'll probably be able to improve your desktop and make your computer easier to use.



## Add-Ons

### STORAGE DEVICES.....

#### HARD DRIVES

##### 540MB IDE Drive

11ms, 17Mb/s DTR (disk to buffer)

**\$199**

##### 850MB IDE Drive

64KB multisegmented cache, 10ms, 17Mb/s DTR (disk to buffer)

**\$209**

##### MS Windows 95 & 850MB IDE Drive Bundle

Beef up your hard drive capacity and get Windows 95!

**\$269**

##### 1GB IDE Drive

128KB multisegmented cache, 10ms, 17Mb/s DTR (disk to buffer)

**\$249**

##### MS Windows 95 & 1GB IDE Drive Bundle

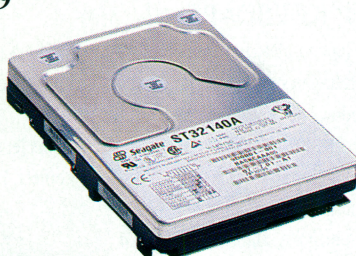
Gear up for your future computing needs at an incredible value!

**\$309**

##### 1.6GB IDE Drive

128KB multisegmented cache, 9ms, 12.5Mb/s DTR (disk to buffer)

**\$349**



##### 2GB IDE Drive

10ms access time, 16.6Mb/s burst, 12.5Mb/s sustained DTR (disk to buffer)

**\$499**

##### MS Windows 95 & 2GB IDE Drive Bundle

Pack your PC with mega storage space and upgrade to Windows 95 at the same time!

**\$559**

##### 2GB SCSI Drive

10ms read, fast SCSI II, 12.5 Mb/s DTR

**\$799**

(Adaptec® SCSI controllers are also available.)

(BIOS upgrade to achieve optimal capacity may be needed with these hard drives. Ask your Gateway sales representative for details.)

#### TAPE BACKUP UNITS

##### Colorado Memory Systems®

##### Trakker 350 External Tape Backup

A Colorado Memory Systems external "Trakker" tape backup unit will prevent a lost data disaster by backing up your important files *before* an accident happens. The Trakker is QIC-80 compatible and comes complete with powerful DOS and Windows software, offering command-line, menu-driven and an intuitive user interface to customize and automate backup. Rapid data compression provides 350MB of capacity at snappy transfer rates up to 8MB per minute! Includes one formatted tape cartridge.

**\$259**

##### 350MB Tape Cartridge Five Pack

This five pack of 350MB tape cartridges lets you organize your storage space. **\$99**

##### Colorado Memory Systems 1.3GB Jumbo® 1400 Internal Tape Backup

This 1.3GB internal tape backup provides you with a total backup solution: drive, network-ready Colorado Backup for Windows, Colorado Backup for DOS, brackets, cable, preformatted minicartridge and technical support. You get 1.36GB capacity using data compression and a backup speed up to 15MB per minute. Plus, with the scheduler feature, you can backup anytime. **\$229**

##### 1.3GB Tape Cartridge Five Pack

A five pack of 1.3GB tape cartridges gives you literally tons of storage space. **\$99**

##### MS Windows 95 & CMS 1.3GB 1400 Internal Tape Backup Bundle

Upgrade to Windows 95 and get a complete backup solution at a great price! **\$289**



**NO PAYMENTS**

Ask about our  
"90 Days No Payment"  
Program!

#### REASON #2000 TO UPGRADE YOUR COMPUTER'S MEMORY:

*Cruising the wild blue yonder isn't the same when your quick-response flight simulator acts like a crop duster.*

It's no secret that top-notch computing power is key to today's hot multimedia games and business applications. A memory upgrade can boost your Gateway PC's performance today *and* prepare you for even cooler technology tomorrow. Think of all the fun games you'll be able to play, including those found in our Flight Pack software bundle! Not to mention Microsoft Windows 95 and the latest educational and office applications, including MS Excel, Access database and PowerPoint presentation graphics program. Prices range from **\$139** for 4MB, **\$249** for 8MB and **\$519** for 16MB. Call our Add-On Sales department for more information, including compatibility with your Gateway system.

#### INTEL OVERDRIVE® PROCESSORS

Today's high-speed software applications demand powerful computer performance. Now you can pump the speed of a Pentium® OverDrive Processor into your Gateway 2000 486 PC *without* having to buy a new system! The Pentium OverDrive Processor will soup up your PC with a faster math coprocessor, enhanced on-chip cache and a new fan/heat sink. And the speedy 32-bit interface is great for demanding operating systems and multimedia applications.

Upgrade your Gateway 33MHz or 66MHz 486 system to the 83MHz Intel Pentium OverDrive Processor for only **\$249**, or your 25MHz or 50MHz 486 system to the 63MHz version for only **\$199**.

Our friendly Add-On Sales representatives will verify compatibility with your particular system.

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Phone: 800-846-5210 • Toll free from Canada: 800-846-3609 • Toll free from Puerto Rico: 800-846-3613

Fax: 605-357-1023 • FaxBack: 800-846-4526 Payment Options: Visa, MasterCard, American Express, Discover, COD Cashier's check or Gateway 2000 DuoLine MasterCard Card • Warranty: Call for details  
Prices do not include shipping or applicable sales tax.

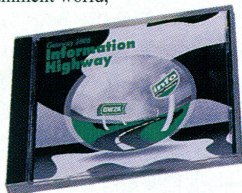


## COMMUNICATION.....

### INFORMATION HIGHWAY CD

Explore the entertainment world, access live chat lines and meet people from all over the world with the Gateway 2000 Information Highway CD! This convenient cyberspace guide is all you need to successfully navigate the Info Highway's twists and turns. Includes a cool user interface with point-and-click graphical commands that lead you through trial memberships to CompuServe®, Prodigy®, America Online®, and Reuters Money Network online services. You'll also get GNN (Global Network Navigator®) for easy Internet browsing, and FaxWorks with voice communication software on CD.

**\$12**



### MODEMS

#### Gateway 2000 TelePath® 28.8 Fax/Modem Communication Center

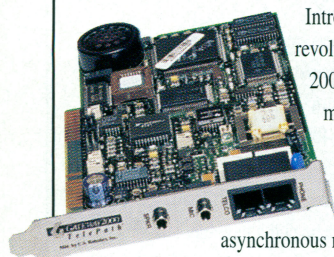
Introducing the revolutionary Gateway 2000 TelePath 28.8 fax/modem. This state-of-the-art modem communicates with full-duplex asynchronous modems at speeds up to 28,000bps. It comes with FaxWorks and an outstanding multifunction communications, fax and file transfer package. The fax/modem features full compliance with ITU-T data transmission, error correction and data compression standards, and it sends and receives both faxes and voice messages. Includes Information Highway CD.

**\$149**

#### Gateway 2000 TelePath 14.4 Fax/Modem Communication Center

Everything you ever wanted in an internal fax/modem — including a great price! The TelePath 14.4 is a 14,400bps modem, V.32bis, with 14,400bps fax capability. FaxWorks® Communication Center allows you to not only receive and transmit faxes and data, but you can also record, play and send voice messages. This fax/modem is compatible with the standard AT command set, is downwardly compatible with lower modem speeds and it's Plug and Play compatible. Plus it includes Information Highway CD.

**\$79**



### NETWORK CARDS

#### SMC® Ethernet Adapters

- PCI Ethernet Adapter (RJ-45 and BNC connectors) **\$109**
- ISA Combo Triple Media adapter w/ 25-foot coax cable (BNC, RJ-45 and AUI connectors) **\$79**
- ISA TPO 10BASE-T Adapter (RJ-45 connector) **\$59**

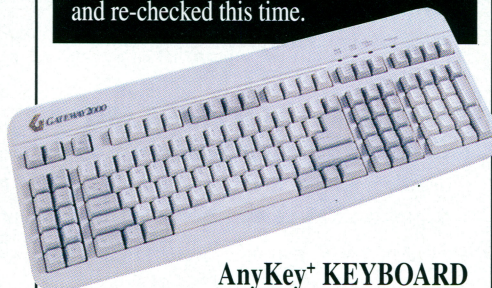
#### 3Com® Ethernet Adapters

- PCI 10/100 TP Adapter (RJ-45 connector) **\$159**
- ISA Combo Triple Media Adapter (BNC, RJ-45 and AUI connectors) **\$99**
- ISA TPO 10BASE-T Adapter (RJ-45 connector) **\$79**

## Oops!

We've taped this message to our walls: "CALL EVERY SINGLE NUMBER IN THE MAGAZINE."

Unfortunately we missed one in the holiday issue of GW2k. On page 25, we listed the wrong number for the Ensoniq BBS. We're sorry for this error and any inconvenience it may have caused. **The correct number for the Ensoniq BBS is 610-647-3195.** Really — we checked and re-checked this time.



#### AnyKey+ KEYBOARD

This handy keyboard incorporates the great Gateway functions of the AnyKey® keyboard, plus it features Windows keys that are completely designed for ease of use with Windows 95. With the use of simple key combinations you can activate the next Taskbar button, perform a system function, display a Run dialog box and much more. Plus you get an expanded arrow direction keypad. And you still get the features of the AnyKey keyboard — any key on the 124-key custom keyboard can be programmed to perform any function or series of keystrokes.

Dimensions: W - 20.18" D - 7.91" H - 1.75"  
Cord Extended: 89"

**\$49**

## KEYBOARDS.....



### MICROSOFT® NATURAL KEYBOARD

Treat yourself to comfort with the Microsoft Natural Keyboard. It features a split, sloped key arrangement and soft, tactile key switches. The keyboard's forward tilt slopes gently toward you while you're typing for added comfort. The Wrist Leveler will help you keep your wrists straight while you type, and the built-in palm rest is a convenient resting place for your arms while you're not typing. You also get IntelliType 1.1 Manager software. Dimensions: W - 21.00" D - 10.03" H - 2.24" Cord Extended: 90"

**\$79**

### WINDOWS 95 & MS NATURAL KEYBOARD BUNDLE

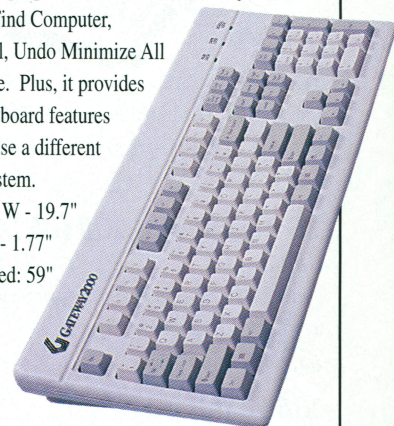
Upgrade your operating system and your keyboard style with this fabulous offer! **\$139**

### 104+ KEYBOARD

Get complete functionality with the Windows 95 operating system. The 104+ keyboard features three Windows keys designed for ease of use with Windows 95. These simple key combinations let you display the pop-up menu for the selected object, Find Document, Find Computer, Minimize All, Undo Minimize All and lots more. Plus, it provides the same keyboard features even if you use a different operating system.

Dimensions: W - 19.7" D - 7.88" H - 1.77"  
Cord Extended: 59"

**\$39**





## Add-Ons

### PORTABLES OPTIONS.....

#### SOLO OPTIONS

- AC adapter and power cord \$70
- Lithium Ion battery \$200
- CD-ROM drive \$200
- Floppy drive \$80
- Docking bar \$150

#### LIBERTY™ OPTIONS

- AC adapter and power cord \$65
- Infrared desktop module \$79
- Liberty leather case \$79
- External floppy drive \$89
- NiMH battery \$99
- Lithium Ion battery \$199

#### COLORBOOK™2 OPTIONS

- AC adapter \$29
- Port replicator \$49
- NiMH battery \$99

#### COLORBOOK OPTIONS

- AC adapter and power cord \$49
- Extra NiMH batteries \$119 each

#### PCMCIA Cards

- 3Com Twisted Pair Ethernet adapter \$129
- 3Com BNC Ethernet adapter \$159
- TelePath XJACK 14.4 fax/modem. Includes fax and communications software. \$159
- 28.8 fax/modem \$299

#### MORE PORTABLE OPTIONS

Ask your sales representative about specific option compatibility with your current portable PC.

- Deluxe leather case \$99
- External tape backup unit \$259
- Panasonic KXL-D720 PCMCIA portable external CD-ROM drive. Includes PCMCIA card and cable. \$299

#### HARD DRIVE OPTIONS

You may purchase a larger hard drive to replace the original drive in your portable PC. Please call for additional hard drive options.

**Portable memory upgrades  
are also available.  
Call today for details!**

# Windows 95 Snags

**Although Gateway 2000's goal is perfection in products and service, the fact remains that every company makes mistakes and has misunderstandings. But not every company admits them. Well we're the first to admit that we put our hoof in our mouth and hit some unanticipated snags regarding Windows 95 service issues. We're using this column to explain what happened and tell you how we corrected the problems.**

## Learning Curves

While you were learning to install and use Windows 95, we were learning how and when to provide technical support for this new operating system. It's not unusual to make mistakes when you're becoming familiar with a product. We know we did.

Frankly, we didn't do a good job handling the deluge of calls that came from customers trying to run Windows 95 on their Gateway 2000 computers.

Here's our policy: If you bought Windows 95 from Gateway 2000, we'll provide you with tech support. Period.

The rub came when customers bought Windows 95 elsewhere, installed it on their Gateway PC and then had trouble. We also had customers who needed tutorial support. Gateway supports all hardware and software that we sell, but we don't offer free support for hardware and software bought somewhere else, and we don't offer free tutorial or "how to" support even for software purchased from Gateway.

For support on products purchased from an outside source, customers have the following options: call the business they bought it from or call the manufacturer. For tutorial support, customers can call a fee-based help line.

In some isolated instances, we bailed out of Windows 95 tech calls when we discovered it wasn't purchased from Gateway. We shouldn't have. Unfortunately, our premature hang ups caused some legitimate calls for service to go unanswered.

Our policy is to troubleshoot until it's determined whether a Gateway product caused the problem. We've reissued our policy and gone over it again with our staff. We hope this will help clarify when we can help with software problems. And, when in doubt, we've told our techs to always stay on the phone and help the customer.

## Alternative Support Options

If we determine that the problem is caused by software purchased from sources other than Gateway 2000 or that the customer needs tutorial assistance, we will refer customers to Software Support Inc., a fee-based help line that charges either \$1.95 per minute or \$25 per incident for service. (See "Service Made To Order" on page 12.) Service on hardware and software purchased from Gateway will remain free of charge.

Although thousands of people call us every day, and a huge majority of the callers are satisfied with our service, you can be assured that we're continually working on the instances when customers aren't satisfied. No excuses allowed.

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**800-846-5210**

Hours: Monday - Friday 7AM - 10PM CST, Saturday 9AM - 4PM CST  
Phone: 800-846-5210 • Toll free from Canada: 800-846-3609 • Toll free from Puerto Rico: 800-846-3613  
Fax: 605-357-1023 • FaxBack: 800-846-4526 • Payment Options: Visa, MasterCard, American Express, Discover, COD Cashier's check or Gateway 2000 DuoLine MasterCard Card • Warranty: Call for details  
Prices do not include shipping or applicable sales tax.



## Getting The Most Out Of ...

# Your Gateway Connection

**Welcome to the second edition** of "Getting The Most Out Of Your Gateway Connection!" We've received numerous responses from Gateway owners far and wide. Thanks for all your ideas, keep those letters coming! Here's three ways to broaden your horizons and brighten your desktop this spring.

### Online College Courses

Going back to school isn't easy. Anyone who's juggled continuing education with a career, family and personal life can attest to that. On the Internet, college *can* be squeezed into even the busiest schedule. Whether you're looking for an accredited degree program or simply areas of personal interest, you can get started right away. All that's required is your Gateway PC and a modem.

These 24-hour classrooms can be accessed any time to read and review lectures, finish assignments or chat with other students. And if you thought an international education was out of your reach, think again. Many colleges and universities are using computer networks to offer their programs worldwide. For example, it's now possible for an Australian student to earn a degree from an American university without leaving the outback.

To find out more, check with individual colleges to see if they have an online degree program in your chosen academic field. Advisers can answer other questions, such as whether or not credits earned for online courses appear on a transcript as if they were earned on campus. Be sure to ask about connect charges and phone time, which are often included in the tuition.

If you'd like to take just one class, like those found on America Online's Online Campus, you can register and pay online using a credit card. For other educational sites and information, check out the Internet Yellow Pages in your local library. Under "Education: Colleges and Universities" you'll find great sites like:

- **Diversity University:** A virtual campus where teachers bring their classes for interactive sessions.

World Wide Web: URL: <http://pass.wayne.edu/DU.html>.

- **Globewide Network Academy:** A non-profit corporation that offers hypertextbooks and online consultants.

World Wide Web: URL: <http://uu-nna.mit.edu:8001/uu-gna/>

- **Higher Education Resources and Opportunities:** A 24-hour online database with information on scholarships, grants, faculty and student development, research opportunities and more.

Telnet: [fedix.fie.com](http://fedix.fie.com), Login: new

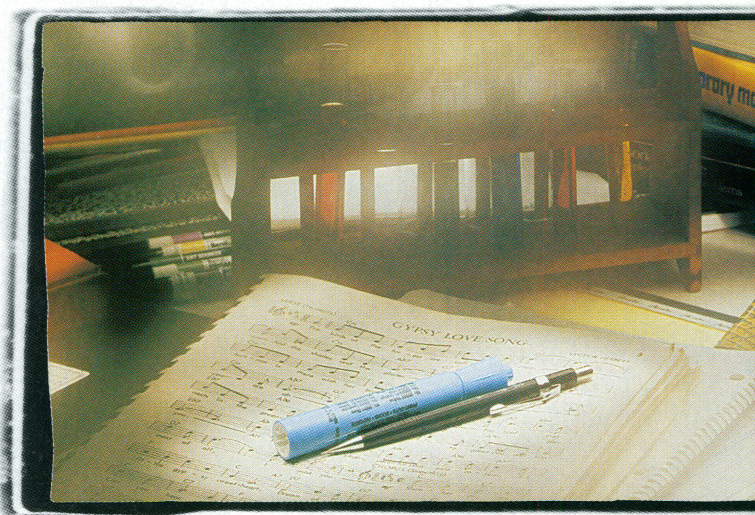
- **Virtual Online University:** A liberal arts university that offers online lectures and seminars using a variety of interactive techniques.

Telnet: Address: [coyote.csusm.edu](http://coyote.csusm.edu), Port: 8888

World Wide Web: URL: <http://symnet.net/~VOU>

- **University and College Education:** Links to the home pages of American and International universities.

World Wide Web: URL: <http://www.cs.fsu.edu/projects/group11/combined.hotlist.html>



### Research Paper Tip

Ever wondered how to add those pesky headers and page numbers to a research paper? Thanks to Sue Regan of Concordia, Kansas, for sending us this great tip for Microsoft Works 3.0.

1. Open a New document in MS Works 3.0.
2. Open Page Setup in the File menu. Change the top and bottom margins to 1.25". Click OK.
3. Click on View. Select Headers and Footers. In the Headers and Footers window, click on Use Header and Footer Paragraphs. Click OK.
4. In your document, H and F will appear in the upper left margin on your paper. Type the title you wish to use next to the H. Press Enter twice to insert two more H's below the running head. The entry should look like this:

H Title

H

H

F

Page - \*page\*

5. In the Footer, \*page\* is read by the computer and you cannot remove it. To have the page number at the top of the page, you need



to move it to the third header line. First highlight and delete "Page -."

6. Then highlight and drag \*page\* to the third H. (See step 4.) Make sure the arrow reads "move" and not "copy." If you receive an invalid procedure message, the arrow was not in the "move" mode when it got to the H line.

7. Place the cursor between the H and \*page\*, then click on right align in the tool bar.

8. The entire header will move to the right corner of your paper. Notice that the Footer is still on the setting, but it will not appear on your paper.

9. View the paper to see if the header is correct. If it is, you're ready to start typing!



## Customize Your Windows 95 Desktop

There's no reason to conform to the standard colors and wallpaper in Microsoft Windows 95. It's easy to personalize your computer with a few simple steps! Here's how to make checkerboard wallpaper and a matching color scheme:

1. To create your checkerboard wallpaper, click on the Start button and choose Programs.

2. Move your pointer to Accessories and then click on Paint.

3. The Paint screen will appear on your monitor. The toolbar is on the left and the color palette is on the bottom.

4. Click on the icon that looks like a spilled paint can. It's the second icon on the right side of the toolbar.

5. Next, move the pointer down to the color palette and click on the red square. You're now ready to paint the picture red. Move the pointer to the white screen and click once.

6. Once you have your red background, it's time to add the checkerboard squares. To do this, move the pointer to Edit and choose "Paste From."

7. You will see a list of bitmap files to paste from. Highlight the "Bubbles" icon and click on Open.

8. A black square with the Bubbles image on it will appear on the top left side of your picture. Before you move it, click on Edit and choose "Copy." Now the image is on your clipboard and you won't have to do the above steps over and over again.

9. Click on the square and move it to the bottom left corner of the picture.

10. When you have the square where you want it, take your finger off the mouse and release it. Under Edit, select "Paste" for another square.

11. Move the second square so it's bottom-left corner aligns with the first square's top-right corner.

12. Continue pasting and moving squares until your checkerboard is full. When finished, under File choose "Save As," name your picture, and click on Save.

13. Exit out of Paint, point your mouse anywhere on the screen and right click.

14. You will see a tiny box. Left click on Properties and choose the Background tab.

15. A screen will appear with a picture of a computer. Under "Wallpaper" on the right hand side, scroll down until you find your bitmap file and highlight it. The checkerboard image will appear on the computer screen. Click on the dot beside Center to keep the image in the middle of the screen. When finished, click OK. Your new checkerboard wallpaper should appear!

16. To change the color of your desktop to match the wallpaper, move the pointer to the Start button at the bottom of the screen.

17. Point your mouse anywhere on the screen and right click.

18. Left click on Properties and select Appearance.

19. Under "Desktop" choose the color scheme you want by clicking on the down arrow.

20. If you don't like any of the color schemes, make your own! Under Item, click on the down arrow for a list of items on the desktop. Some items can be changed and some can't. Click on Active Title Bar. You can now change the font, size and color to suit your tastes. Here's the color scheme we created:

Desktop: black

Menu: navy blue

Active Title Bar: red

Active Title Bar font: Times New Roman, size 12, white

Inactive Title Bar: navy blue

Inactive Title Bar font: Times New Roman, size 12, white

Window: white background, navy blue text

21. Under Color Scheme, choose Save As, name your new scheme and click OK.

22. To make the colors appear on the screen, choose Apply. If everything looks fine, choose OK and enjoy your new customized desktop. Until you decide to change it again, of course!



# PC Kids for Wids computer kicks & tricks

## Top o' the mornin' to ya — or afternoon

or evening — whichever applies! What do Pocahontas Reading Adventure; Cinderella, The Original Fairy Tale; and What Is A Bellybutton? have in common? All three applications can be found in Gateway's new Kid's Backpack II software bundle *and* all three

### Reading Fun

Pocahontas Reading Adventure is cool. Out of the three software applications I reviewed, it was my favorite. The story is read aloud to you, and after each chapter you can choose if you want to play a game or continue the story. You can hit pause and then click on the

picture and the picture will do something. It has a table of contents, and songs like "Can It Be." If you don't know what a word means you can click on it and it will show the word's meaning. As it goes through the story it highlights the words it reads. It's fun. You should try it!

### Once Upon A Time

Cinderella, The Original Fairy Tale is neat. It tells you a story. You can click on a picture and it will tell you what that picture is about. You can also read it to yourself, or let it read to you. When you stop you can start again by moving the arrow and you will go back to your place. I liked this software a lot and I think you will, too.

### Healthy Answers

What Is A Bellybutton? helps you learn about your body and how to be healthy. First a teddy bear named Baxter will ask some questions. And he gives answers to questions about how your body works. Then it shows some things like pictures of Baxter and his friends. You can do cool stuff — like in the game section if you click on a picture of a painting you can mix the colors up and repaint Baxter or one of his friends. There's also a memory game where you have to find and match the same kind of good foods. What Is A Bellybutton? answers a lot of questions kids have and it's also fun.



were reviewed for you by Brittany Guillaume, 9, of Sioux City, Iowa. Brittany is in the third grade at Longfellow Elementary School in Sioux City. She's a big sports fan and loves to play baseball and watch football. When she has extra time on her hands you might find Brittany reading a book, adding to her stamp collection or cuddling one of her stuffed animals. And you'll never guess Brittany's favorite subject in school — recess!

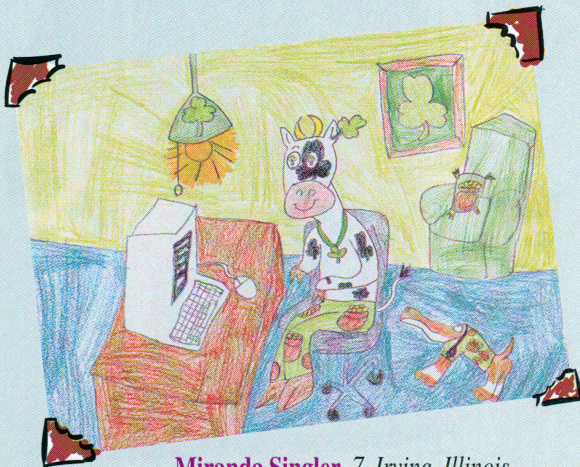


# Welcome to the Gateway Gallery

In our Holiday Issue we asked for St. Valentine's Day or St. Patrick's Day cards and pictures to jazz up this *PC Moos For Kids* column. Thanks to all of you who sent in your artistic creations! We loved them all, but only had room for a few. If you'd like to send other drawings or computer pictures we'll try to make room for some of them in future issues. Who knows, maybe you'll be the next Moo-chaelangelo!



**Dennis Ngin**, 12, St. Petersburg, Florida



**Miranda Singler**, 7, Irving, Illinois



**Megan O'Connor**, 11, Tucson, Arizona



**Katharine Lowery**, 12, Graham, North Carolina

## Set Your Sights On Summer

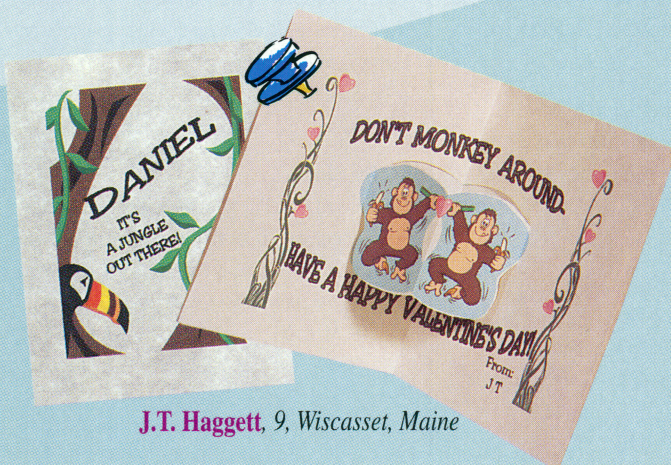
OK junior Gateway groupies, we're looking for ideas on how you can use your Gateway PC to help plan your family's vacation or how it can help you avoid the summer doldrums. You know you'd look great in a Gateway cow-spotted T-shirt, so send in your ideas along with your address, age and shirt size. If we use your PC boredom breaker, you'll be dressing in Gateway style this summer.

**Our mailing address is:**

PC Moos For Kids  
Gateway 2000  
610 Gateway Drive  
P.O. Box 2000, Mail Drop 23  
North Sioux City, SD 57049-2000

**Or you can e-mail us at:**

[editor@gw2k.com](mailto:editor@gw2k.com)



**J.T. Haggett**, 9, Wiscasset, Maine



## Spot Shop

Seeing black-and-white spots? Of course you are. The next two pages are full of fashionable Gateway apparel and gift items. The remedy is simple — call the Spot Shop today!

### A. Cow-Spotted Mouse Pad

Our fabulous cow-spotted mouse pads are the perfect accent to any Gateway PC — that must be why we include them with every desktop computer! Check out the coolest mouse pad on the planet on page eight. **\$4.95**

### B. Cow-Spotted Mug

Cow spots aren't just for computing anymore! Turn to page eight to feast your eyes on our whimsical cow-spotted mug. **\$4.95**

### C. Black Mug

Whether you prefer piping hot coffee or iced cappuccino, you'll reach for this attractive 12-ounce mug first! Features the Gateway 2000 logo in gold on a black background. **\$5.95**

### D. Pens 'n Pencils

OK, we realize you can't type on your Gateway computer *all* the time! Feast your eyes on these high-quality ballpoint pens and cow-spotted pencils, found on page eight.

Black twist pen ..... **\$5.95**  
Cow-spotted click pen ..... **\$1.35**  
Set of six cow-spotted pencils ..... **\$1.35**

### E. Cow-Spotted Note Cube

Looking for the perfect way to liven up your desk? Flip to page eight, where our note cube makes it's GW2k debut. Cow-spotted self-adhesive notes make a fun addition to any home or office. **\$8.95**

### F. Can Cooler

Take "cool" to a whole new level with our fashionable insulated cooler. Your canned beverages will stay icy cold in even the hottest weather! **\$2.95**

### G. Bottle Cooler

Whether you're having a backyard barbecue or lying on the beach, this insulated cooler will keep your bottled beverages cold. Features Club Gateway logo on the front. **\$4.95**

### H. Umbrella

Come rain or shine, "you've got a friend in the business!" We've got you covered with this durable cotton umbrella. Classic black with one white panel displaying the Gateway 2000 logo. **\$24.95**

### I. Cow-Spotted Cap

Check out page eight for a look at this cool cow-spotted cap! Made of 100% cotton and fully adjustable! **\$14.95**

### J. Denim Cap

Our classic denim cap features a fashionable suede bill and the Gateway 2000 logo on the front. It's on the top of the heap on page two. **\$14.95**

### K. Wool Cap

This adjustable wool cap looks great on the golf course or anywhere! In black-and-white with Gateway 2000 logo on front. **\$12.95**

### L. The Clipper

You'll love this easy-care jacket featuring a water-

resistant poly/cotton fabric, caped-front styling, adjustable cuffs and a vented back. The white outer shell is accentuated by a contrasting navy lining in the stand-up collar. You'll wear this lightweight favorite everywhere!

S, M, L, XL ..... **\$58.95**  
XXL ..... **\$61.95**

### M. The Sedona

Our tailored jacket features the inviting comfort of 100% cotton canvas, as well as cording at the caped front. The front zipper is concealed behind a wind flap, and the cuffs adjust for maximum comfort.

S, M, L, XL ..... **\$61.95**  
XXL ..... **\$64.95**



## Spot Shop

### N. The Cumberland

Discriminating Gateway lovers won't want to be without this denim sensation! Accented by khaki sleeves and ribbed-knit trim, this jacket is fully lined and generously cut for unrestricted movement. Plus it sports the Club Gateway logo on the front and back.

S, M, L, XL ..... **\$82.95**  
XXL ..... **\$85.95**

### O. Sweatshirt with Embroidered Logo

Cut from 80/20 combed cotton fabric, this sweatshirt boasts a rib V-inset, side-seam construction and reinforced stitching for extra durability. Features large Gateway 2000 logo embroidered on the front in white or black. Black sweatshirt/black logo or white sweatshirt/white logo.

S, M, L, XL ..... **\$34.95**  
XXL ..... **\$36.95**

### P. Club Gateway Denim Shirt

Made from 100% cotton indigo denim, our long-sleeved Club Gateway shirt is great for work or weekends!



S, M, L, XL ..... **\$36.95**  
XXL ..... **\$38.95**

### Q. Club Gateway Twill Shirt

This all-occasion khaki is sure to become an instant favorite. Featuring 100% cotton twill fabric, the Club Gateway logo is positioned above the left front pocket. Our Gateway model sports it on page 16.

S, M, L, XL ..... **\$37.95**  
XXL ..... **\$39.95**

### R. Polo Shirt

We've put a new twist on a classic shirt. Featuring two-button styling, this 100% cotton pique polo looks and feels so great you'll want all three! Available in

black, white or mushroom (Check out the mushroom color on page 16.)

S, M, L, XL ..... **\$26.95**  
XXL ..... **\$28.95**

### S. Rugby Shirt

An instant favorite with Gateway employees! This ultra-comfortable white rugby features heavyweight cotton, a twill collar and rubberized buttons.

S, M, L, XL ..... **\$33.95**  
XXL ..... **\$36.95**

### T. Cow-Spotted T-Shirt

Wear these 100% cotton T-shirts as casual wear, beach cover-ups, or sleep shirts. They're also useful for blending in with the occasional cow herd!

S, M, L, XL & XXL ..... **\$10.95**

### U. Kid's Hooded Sweatshirt

Finally Gateway-wear for kids! This 50% cotton/50% polyester fleece gray sweatshirt features an embroidered Club Gateway logo, full front zipper, ribbed waistband and cuffs. Plus, a



handy hood to keep little ears warm in cold weather.

Youth XS ..... **\$15.95**  
Youth S,M,L,XL ..... **\$19.95**

### V. Kids Pullover Sweatshirt

Our classic kids sweatshirt will withstand even the toughest day at the playground! Features a full cut body for unrestricted movement, ribbed waistband and cuffs. Fleece gray with Club Gateway logo embroidered on the front.

Youth XS, S, M, L, XL ..... **\$13.95**

### W. Golf Bag Beverage Bottle

The golfer on your gift list will love our cleverly shaped golf bag beverage bottle. Comes complete with over 100 tees (black-and-white, of course!) and three cow-spotted Gateway golf balls. .. **\$8.95**

## Size Comparison Guide

Polos, T-Shirts, Sweatshirts, Rugby shirts:

	S	M	L	X-L	XX-L
Men's	36-38	40-42	44-46	46-48	50-52
Women's	6-8	10-12	14-16	18	20

Jackets

	S	M	L	X-L	XX-L
Men's	36	38-40	42-44	46-48	50-52
Women's	6-8	10-12	14-16	18	20

### X. Cow-Spotted Golf Balls

Take a whack at this! Our Gateway golf balls, found on page eight, are easy to "spot" in any terrain, including sand and water. .... **\$5.50**

### Y. Cow-Spotted Backpack

Pack 'em off to school in style with our cow-spotted backpack, featured on page 11. .... **\$14.99**



**SPOT SHOP**  
**800-846-0563**

Hours: Monday - Friday 8AM - 5PM CST  
Phone: 800-846-0563 • Fax: 605-232-3502

Payment Options: Visa, MasterCard, Discover, Personal Check and COD Cashier's check  
Prices do not include shipping or applicable sales tax.



## Details Express

Is your desktop shrinking? Get organized with Details Express! These handy tools improve productivity and reduce stress caused by clutter, eye strain and repetitive motion injuries. All products include a 10-year warranty. Please call for a free copy of the complete warranty. Call today or send order to: Details Express, P.O. Box 12970, Milwaukee, Wisconsin, 53212-0970. Add \$5 for shipping and handling on all orders under \$25, and \$10 for all orders over \$25. Customers in Alaska and Hawaii will be charged for second day air. Not available in Canada. **Details Express is not an affiliate of Gateway 2000.**

### COMPUTER SUPPORT TOOLS

(All items are available in Chalk and Meteorite unless otherwise listed.)

#### A. Compact Keyboard Shelf —

Provides keyboard support, and can be lowered 6" below work surface. Swivels 360 degrees and tilts 15 degrees in each direction. Supports keyboards up to 9.5" by 22".

**\$158.95**

#### B. Slide-Out Keyboard Tray —

Places keyboard 3" below the work surface and swivels

360 degrees in each direction. Includes a cushioned palm rest and slides under work surface when not in use. **\$99.95**

#### C. Adjustable Writing/Mousing Surface

Spacious surface raises, lowers and swivels similar to the Compact Keyboard Shelf, but does not tilt. Available in Grotto only.

**\$88.95**

#### D. Freestanding Palm Rest (not pictured)

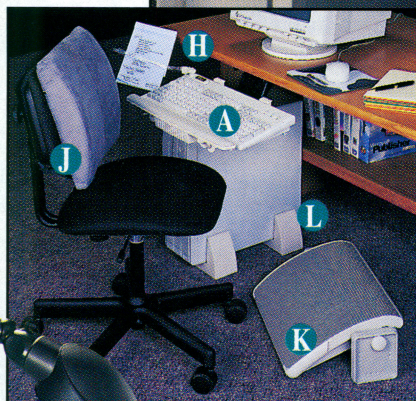
— Provides cushioned support for wrists and forearms. Supports keyboards up to 9.5" by 22". **\$32.95**

#### E. Recurve Palm Rests —

Provides cushioned support for the wrist while using a keyboard or mouse. Available in Greyslate or Royal Blue.

**Desktop \$18.95 / Portable \$16.95**

**F. Monitor Blocks —** 1.5" high stackable platforms achieve optimal viewing heights for monitors up to 90 pounds. Set of three. **\$32.95**



#### G. Document Holder —

Adjustable unit positions materials for easy viewing. Available in Chalk only. **\$32.95**

#### H. Document Clip

Allows copy to be read at eye level, reducing neck and backaches. Can be mounted on either side of the monitor or keyboard. Available in Chalk only. **\$7.95**

**I. Glare Screen —** Single-coat screen blocks up to 95% of glass glare, controls static emissions and dust build-up, and reduces monitor flicker. **\$39.95**

**J. Contour Back Rest —** Promotes good posture by maintaining the natural curve of your back. Available in Greyslate and Royal Blue.

**Low Profile \$24.95 / High Profile \$32.95**

**K. Foot Rest —** Supports legs to promote circulation. Curved surface provides variable angle positions, and four height adjustments assure comfort for users of all heights. **\$46.95**

**L. Processor Stand —** Facilitates good ventilation around CPU and frees up valuable desktop space at the same time. Supports up to 55 lbs., no tools necessary to install. **\$21**



### PERSONAL LIGHTING

(All lights are UL listed.)

**M. IOS Light —** Attractive light is designed to minimize eye strain. Includes 13-watt, 10,000-hour fluorescent lamp and three ball-and-socket joints. Available in Charcoal only. **\$130**

#### N. Pisa Light —

Elegant freestanding light stands 21" tall and leans 20 degrees in any direction. Includes 100-watt incandescent lamp and 9-foot cord. Available in Black and Forest. **\$60**

**O. Elsa Light —** Freestanding desk lamp features two swivel joints and is adjustable up to 18" in height. Includes 13-watt, 10,000 hour compact fluorescent lamp. Available in Black only. **\$124**

**DETAILS**  
**800-711-8556**

Details Express, P.O. Box 12970, Milwaukee, WI 53212

Hours: Monday - Friday 7:30AM - 7PM CST

Phone: 800-711-8556 • Fax: 800-711-8557 • Payment Options: Visa,

MasterCard, American Express, money order and personal check

Prices do not include shipping or applicable sales tax.



## PC Software & Supply

Accessories from PC Software & Supply are the secret weapons your computer needs in the battle against damaging static electricity, accidental spills and dust. And it never hurts to have plenty of printer reinforcements on hand.

Many additional products and sizes are available. Call today or send order information to: PC Software & Supply, 2404 Dakota Avenue, South Sioux City, Nebraska, 68776. **PC Software & Supply is not an affiliate of Gateway 2000.**

### Keyboard Skins

These "skins" consist of see-through Ultraflex material that lets you view and use your 124-key AnyKey keyboard,

AnyKey\* keyboard, the 101-key keyboard, the 104\* keyboard or the MS Natural Keyboard with or without the cover. With the "form-fit" design, they follow the exact contours of the keyboard and keys.

2000 124-key AnyKey keyboard .....	\$12.95
2005 101-key keyboard model - 2194 ....	\$12.95
2006 104+ keyboard .....	\$12.95
2020 MS Natural keyboard .....	\$12.95
2012 AnyKey* keyboard .....	\$12.95

### Keyboard Dust Covers

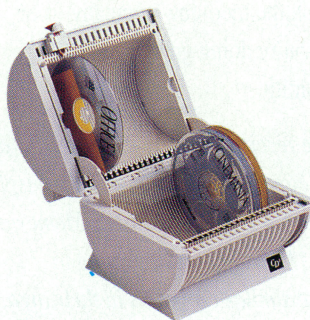
Available in almond or clear.

3327 101-key and 104+ keyboards .....	\$7.95
3328 124-key AnyKey keyboard .....	\$7.95
3338 MS Natural keyboard .....	\$9.95

### Monitor Dust Covers

Monitor covers are available in all sizes and dimensions, even for those of you who have your speakers attached or want to cover your desktop case as well. They come in an almond or clear color and are durable for years of use.

3324 14/15" monitor .....	\$12.95
3340 17" monitor .....	\$21.95
3347 20" monitor .....	\$19.95



### CD Storage Case

4019 CD Storage Case.....	\$34.95
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### Case and Monitor Dust Covers

3332 Tower .....	\$12.95
3325 Mini desktop .....	\$12.95
3321 Mini desktop & 14" monitor .....	\$16.95
3335 Baby AT .....	\$13.95
3333 Baby AT & 14" monitor .....	\$18.95
3334 Baby AT & 15" monitor .....	\$18.95
3336 Baby AT & 17" monitor .....	\$19.95
3326 Standard CPU .....	\$12.95
3322 Standard CPU & 14" monitor ....	\$16.95
3320 Standard CPU & 15" monitor ....	\$16.95
3315 Standard CPU & 17" monitor ....	\$19.95

### Printer Dust Covers

Printers come in various sizes and shapes, and have a variety of features. With the numerous printers available, we have covers specifically designed to protect them all.

3073 Epson Stylus 800+ .....	\$12.95
3075 Epson Stylus Color .....	\$17.95
3077 Epson Stylus Color IIs .....	\$17.95
3401 Epson AL 1100 .....	\$13.95
3071 Epson AL 1500 .....	\$15.95
3052 HP 540 & 660C .....	\$17.95
3036 HP 4L .....	\$11.95
3024 HP 520, 520C & 560C .....	\$14.95
3037 HP 4P .....	\$15.95
3003 Panasonic 2123 .....	\$12.95
3090 Lexmark 4039 .....	\$13.95

### Speaker Dust Covers

Protecting your speakers will also protect your investment because you want to keep your high-quality sound clear and enjoyable.

3251 Altec Lansing ACS-31s .....	\$19.95
3245 Altec Lansing ACS-5s .....	\$11.95
3250 Altec Lansing subwoofer .....	\$10.95

## Printer Consumables

### Toner Cartridge

4951 Epson AL II .....	\$149.95
4952 Epson AL 1000/1500 .....	\$199.95
4954 Epson AL 1100/1400 .....	\$139.95

### Paper

4995 Epson Stylus Color 720dpi .....	\$12.95
4996 Stylus Color Transparency .....	\$44.95
4997 Stylus Color HQ Glossy .....	\$29.95

### Ribbons & Cartridges

4928 Epson Action 3250 — black .....	\$7.95
4903 Epson Action 3260 — black .....	\$7.95
4904 Epson Action 3260 — color .....	\$21.95
4906 Epson Stylus Color — color .....	\$32.95
4907 Epson Stylus Color — black .....	\$15.95
4909 Epson Stylus Color IIs — black ....	\$23.95
4908 Epson Stylus Color IIs — color ....	\$35.95
4905 Epson Stylus 400/800/1000 black ...	\$14.95

### Surge Protectors

Don't forget the surge protector to complete your computer setup. These surge protectors can be plugged directly into the wall or into a strip. With all these quality products, your system is sure to last.

9571 Personal wall .....	\$22.95
9572 Personal wall with phone .....	\$34.95
9574 Personal strip with phone .....	\$29.95
9573 Personal strip .....	\$25.95
9581 Pro strip .....	\$39.95
9582 Pro strip with phone .....	\$49.95
9591 Network wall .....	\$34.95
9592 Network wall with phone .....	\$59.95
9593 Network strip .....	\$49.95
9594 Network strip with phone .....	\$79.95

ACCESSORIES  
800-728-5031

PC Software & Supply, 2404 Dakota Ave, South Sioux City, NE 68776  
Hours: Monday - Friday 8AM - 7PM CST, Saturday 10AM - 3PM CST  
Phone: 800-728-5031 • Fax: 402-494-8711 • International Access: 402-494-4133  
Payment Options: Visa, MasterCard, American Express and Discover  
Prices do not include shipping or applicable sales tax.



## Dear Gateway ...

### Which "Word" Is Which?

I tried following your directions in the winter issue for making mailing labels using Word ... the Word 2.0 that came with our Gateway 2000 computer in 1994. I think that the version that you must be referring to is an upgrade away from ours. Can you please tell me what version of Word you were referring to and if one must assume that Windows 95 is in place? We do not have Windows 95 at this time either.

Brenna Louzin

*Oops! Kind of hard to follow our tips when you don't know what version of software to use, isn't it? The mailing labels featured in last winter's "Getting The Most Out Of Your Gateway Connection" column were created using the Microsoft Windows 3.11 operating system and MS Word 6.0. We promise to be more specific in the future. Use the Help feature in Word 2.0 to find out if you can create the same labels.*

### Computers For All Ages

Thank you very much for the magazine. I am 72 years old and it took a lot of courage to invest in your product. I didn't know very much but figured I could learn and I have. In the first few weeks I had to call on your techs for help. They helped me get my CD-ROM drive back. It gives me a good story to tell the other old guys who are afraid that they will need help and no one will help them. Your magazine is a great help. I read it carefully. I think I am now ready to give it a shot!

Francis Drew

### Customer Profile Kudos

Just received the winter magazine — my first as a fascinated new owner of a lovely Gateway! I was surprised and pleased to read the article on the back cover about the PCs at the Children's Memorial Hospital in

Chicago. It's these types of things that distinguish the moo-cow company from others. You're doing great, keep it up.

KC Smith

*We've received numerous responses to the article regarding bone marrow transplant patients at Chicago's Children's Memorial Hospital. Many people are trying to implement similar programs in their area. Although it's definitely not a fun place for the kids to be, we're glad Gateway PCs can help make their hospital stays a little easier.*

### Desperately Seeking ISDN

Enjoyed the article by Frederic Davis in the winter issue of GW2k: Gateway Magazine. How can I find out more about ISDN? I'm new to this subject, so I have a lot of very basic questions. Thanks for your help!

Jeff Apel

*Getting your modem to run at about five times the speed of the fastest 28.8 modem is certainly worth looking into! For the scoop on Integrated Services Digital Network (ISDN), check out your local library or call your phone company for information and rates in your area. You can also try surfing the Internet for some information or chat groups on the subject. Watch for Gateway ISDN products in 1996!*

### Mouth Watering Software

Your display ad of the VanderMeer Bakery on page 12 of the Winter 1995 issue shows great-looking cookbook software on the monitor screen. Can you tell me the name of it and where I may purchase it?

Linda M. Johnson

*The featured software is Microsoft Julia Child: Home Cooking With Master Chefs. This "virtual apprenticeship" in the art of cooking is one of 45 exciting programs in our Generations II software collection, which is standard on all Gateway Family PC systems. Unfortunately, we cannot sell these software titles separately. If you are not in*

*the market for a new Family PC system but are still interested in purchasing MS Julia Child, you may want to check with retail stores in your area.*

### Don't Forget The 486

It's mind-boggling to realize how outmoded my Gateway P4D-66 has become in just one year. I now find my hard drive is under-gigabited, my RAM is only a goat, my CD-ROM drive is considered T(Turtle)X and my Windows 3.11 is lacking the great features of Windows 95. I hope you will devote space in future issues to 486 owners who cannot afford or may not need to make the leap to the latest technology.

Francis Erdman

*One of the main goals of the magazine is to keep you up-to-date on the latest and greatest PC technology. But rest assured, your Gateway 486 system is far from obsolete! We will continue providing useful tips and hints for all Gateway owners.*

### Cow Art For Sale?

The cover of your holiday issue is great. We got lots of laughs from the snow cow angel. Is there anyway of getting a poster or a color reprint? I would appreciate it.

Erica Dubach

*Our holiday cover was illustrated by Bill Madden, Gateway Art Director. Bill created the snow cow image with Adobe PhotoShop and Painter. Unfortunately, we do not have prints available for sale at this time. Thanks for the compliment!*

### How To Reach Us

We'd love to hear from you! Address your correspondence to Editor, GW2k: Gateway Magazine, Gateway 2000, 610 Gateway Drive, P.O. Box 2000, Mail Drop 23, North Sioux City, S.D. 57049-2000. Fax: 605-232-2023. E-mail: editor@gw2k.com. Include your name, address and phone number. Letters selected for publication may be edited for space and clarity.



## There's A Cow ...

# In The Canyon

Brace yourselves city slickers. There's at least one place left in the United States that can only be reached by foot, raft or mule — Phantom Ranch. Our wilderness retreat is located smack-dab at the bottom of the Grand Canyon. Modern conveniences are limited, but you will find such amenities as indoor restrooms, cold water sinks and one hardy Gateway 2000 computer!

I'd like to extend my appreciation to the unsung heroes in Gateway's shipping and receiving department who packed my P5-75 Family PC system and monitor. Both survived the 7.2-mile mule ride down the dusty, mile-deep Kaibab Trail to the bottom of the Grand Canyon. The only other choice was rafting them down the Colorado River, but your catalog said nothing about waterproof cases!

Phantom Ranch has been welcoming greenhorns and seasoned cowboys alike since the late 1920s. The phrase "getting away from it all" takes on new meaning here! Those in dire need of outside contact can use the public phone or try to discover where the staff hides their TV and VCR.

Wondering how long our guests can "rough it" down here? Visitors usually stay only a day or two, but our 17 employees live at the ranch for 10 days at a time, then enjoy four days off.

Fresh spring water is piped down to the ranch from Roaring Springs, located nine miles up the canyon. Food, mail and other supplies are packed in daily by mules. On the return trip they become four-legged garbage trucks, carrying the trash to the top of the canyon. It's all part of what we call "mule disobedience school." Good mules get to carry people.

With or without a heavy load, navigating rock-strewn trails is not for the faint of heart! Our lead packer, Ross Knox, might look happy in this photo, but I think he's relieved the mules had an uneventful day on the trail. Ross describes his job as hours and hours of boredom interrupted by moments of sheer terror.

So there you have the exciting tale of Phantom Ranch. We're about as far off the beaten path as anyone can get, although we're proud to have a Gateway on the premises. Does this nullify my one-year on-site service warranty?



Ross Knox of Phantom Ranch poses with Gateway's latest mode of transportation.

Warren G. Tracy, Manager  
Phantom Ranch  
Grand Canyon, Arizona





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